

S P E C I A L R E P O R T

O N

CANTERBURY PUBLIC LIBRARY

B Y

THE CITY LIBRARIAN

(R.N. O'REILLY. M.A.)

CANTERBURY PUBLIC LIBRARY.

SPECIAL REPORT; NOVEMBER 1951.

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CITY LIBRARIAN'S SPECIAL REPORT ON CANTERBURY PUBLIC LIBRARY:

SUMMARY AND SUGGESTED PROCEDURE:

The Report covers in some detail all aspects of the City Library and also makes some general policy recommendations with a view to retaining, extending and strengthening the voluntary system in the Suburban Libraries (Section III). The City Library is discussed in the following sections:-

- I. Historical Introduction.
- II. Location and Premises.
- III. Reference Services.
- IV. Adult Lending Services and Terms of Service.
- V. Children's Services.
- VI. Staff and Salaries.
- VII. Routines and Layout.
- VIII. Equipment, Binding and General Overhead.
- IX. Finance.

Fuller descriptive treatment of the Lending Library and the Children's Library are to be found in Appendix A by Mr. J. Stringleman, Deputy Librarian and Appendix B by Mrs. B. Hastings, Acting Children's Librarian, respectively. Appendix C is a comparison of 16 factors or aspects of library service in 1949/50 between the cities of Auckland, Christchurch, Wellington, Dunedin and Lower Hutt, set out in the form of graphs on a population scale.

The Report's main findings on the City Library are:-

1. That reference services have been neglected and would be best developed under qualified specialists.
2. That subscription terms of service are uneconomic if applied beyond a certain range of material, unless modified, they restrict the even development of the library as a Public Library, and its full use by the Citizens of Christchurch.
3. That children's services need mainly a more adequate book fund and extension to the suburban libraries.
4. That the staff needs strengthening, especially qualified professional staff for the development of reference services; that salaries need adjustment; and that both special library and general educational qualifications need greater recognition.
5. That the city finances are such that Dunedin is, generally, a better model than Auckland or Wellington as far as central library provision is concerned, and that a full branch system is not warranted.
6. That the recommendations of the report can be financed this year by a re-allocation of the balances of the approved estimates; and next year mainly by absorption of current non-recurring building or alterations expenditure into maintenance.

The Report contains a great number of suggestions as well as concrete recommendations and some of the recommendations are valid only within a framework of approval for the general tenor of the suggestions; and of the sort of library service they collectively envisage.

In order to facilitate the handling of the report by the Committee it is requested that certain general preliminary or procedural motions be put first. Committee members would then have the opportunity, by way of amendment to these motions, to take exception to specific recommendations or suggestions, or to correct mistaken emphasis or wrong priorities, or to alter the budgetary or staff and salary provisions linked with them.

SUGGESTED PROCEDURAL MOTIONS:

1. That the Library's reference services, be in general, developed along the subject specialist lines of the Special Report.
2. A. That adult terms of service be modified to include not only subscribing but nonsubscribing members; that light, entertaining or popular stock should be issued on alternative subscription or rental terms; and that serious stock of a general or reference nature should be available to subscribing members as free "extras" and to nonsubscribing members on free issue terms, along the general lines of the Report.
B. (If 2A is adopted or amended so as still to allow it:)
That the portion of the stock for which either subscription or rental terms are prescribed should include a small collection of books charged for at a higher rate, subscription or rentals as the case might be, along the general lines of the Report.
3. That the present voluntary suburban libraries system be extended and strengthened along the general lines of the Report.

The treatment of the above motions will be an indication of Committee's general reception of the policy innovations in the Report. Should they be carried in a form that does not materially affect the staffing and salaries, or the financial provisions of the Report, the following further motions, after the specific recommendations relative to each of them have been dealt with, appear desirable:-

4. That the staff should be strengthened along the general lines of the Report.
5. That the salary scale proposed in the Report should be referred to the Awards Committee for favourable consideration.
6. That the financial proposals in the Report should be referred to the Finance Committee for favourable consideration.

GUIDE TO SPECIFIC SECTIONS AND RECOMMENDATIONS OF REPORT:

Section 1. Historical Introduction.(P.1 - 2).

Could be endorsed amended or referred back as a whole. If referred to Council it should be taken in Committee.

Section 11. Location and Premises,(P.2- 4).

This could likewise be taken as a whole. If referred to Council it is not inappropriate for open Council.

Section III. Suburban Services, (P.2 - 5).

The 20 points are suited to individual discussion in sequence, but detailed discussion if indicated by treatment of Procedural Motion 3 above, could well be held over to a subsequent meeting. Appropriate to open Council.

Section IV. Reference Services. (P.6 - 9).

Procedural motion 1 will guide treatment of this section. The recommendations on Page 9, on staff and book provision need not be further discussed at this point since they are embodied in the detailed sections on staff and Salaries and on Finance. Appropriate to discussion in open Council.

Section V. Adult Lending Services and Terms of Service. (P.9 - 19).

Procedural motions 2 (A & B) will guide treatment of this section. The detailed recommendations on pages 15-16 lend themselves to individual discussion in sequence; as also do the questions of Timing and Publicity on P.19. Appropriate to discussion in open Council.

Section VI. Children's Service. (P.20 -22).

Work, recognition and resignation of Mrs. Hastings, and question of release from her agreement requires separate discussion which could perhaps be held over. Not appropriate to discussion in open Council.

- New appointment need not be discussed at this point since it is included in the section on staff and salaries.
- City Children's Library, Book etc., provision here is also taken care of later.
- Suburban Children's Services (P.21), Points lend themselves to individual treatment, partly guided by the discussion on Procedural Motion 3 above.
- The book expenditure and staff recommendations need not be the subject of a motion at this point unless it appears to be the wish of the Committee to modify them. They are dealt with in the later sections.

All except the portion on Mrs. Hastings, appropriate for open Council.

Section VII. Staff and Salaries:

Detailed discussion required in the light of Procedural Motions 4 and 5. It is a matter of urgency that consideration be given to the appointment in the New Year of a Head of Reference, one Subject Specialist, and a Secretary-Typiste Cashier (Almost equally urgent is that of a new Children's Librarian). It is requested that a decision be made in terms that will allow the City Librarian to contact the three people named:

Mr. D.L. Jenkins, Miss H. Fenwick, and Miss Haslett as to the imminence of an advertisement, and the likely salary.

Opportunity for modification of the staffing proposals would be best provided by considering individually the designated positions under the heading of Priorities and Suitable Candidates on pages 27-30. This would also be the place to consider Mr. Matherson's report on Cleaning. Amendments then could be embodied in the relevant tables (p.26, p.p.32-34, p.p.35-36, p.p. 36-37), by the Librarian and the Clerk of Committee.

Modifications could be made to the items of the Proposed Classified Salary Scale (p.p.32-35), seriatim. In this connection the City Librarian will recommend certain minor alterations consequent on the recent Government rise, the effects of which he did not have time to consider in relation to the Scale.

He will also recommend at this point consideration of fitting the whole library Scale, or alternatively, the professional positions in it, into the Council's other than Clerical Agreement, which comes up for revision in February. At present the main staff is paid according to the Clerical Agreement which is not appropriate for building up junior staff towards professional responsibilities, though there are also difficulties about using the cadet Scale in the Other than Clerical Award were it applied to Libraries. The Library Staff are not members of either Union, but would become so were the suitable provision embodied in either (or both) Agreements.

Alterations to the budgetary load caused by upward adjustment, if any, could be covered by putting forward certain of the less urgent starting dates.

The items under Other Matters Concerning Salaries and Wages, (p.p.37-38) can also be taken seriatim. Urgency is requested for the question of clarifying the Sunday payment, since Miss Collie's overtime pay for over a month has been held up on this point. The section as a whole is appropriate for discussion in Committee of Council; though it is recommended that the City Librarian be allowed to bring the salary scales as finally decided on, to the attention of professional Librarians. Since the Tompkins Survey a little wholesome daylight has been let into Municipal Library Salaries, with good effects on professional Library employment.

Section VIII. Routines and Layout: IX Equipment Binding and General Overhead: (p.p.39 - 42).

The recommendations on p.40, p.41 and p.42 are suitable for discussion seriatim. Urgency is asked for the item (p.41) of the purchase of a new typewriter, since the Library has had two machines on approval for a month now.

Both these sections appropriate for discussion in Committee of Council, with the exception of the portion (p.39-40) on Delayed Discharge which could be discussed by open Council. This would also require careful publicity.

Section X. Finance: (p.42-46).

This section would no doubt be borne in mind throughout, and modifications to the other Sections would probably mean modifications of the budgetary provisions. Apart from such modifications Committee members would probably like to express an opinion on the overall commitments and the discussions on Procedural Motion 6 would guide detailed discussion of the items in this Section. The matter of reallocation of this year's balances (p.45) is a matter of urgency: next year's financial items less so, since they can only be tentatively approved at this stage, and would be scrutinized and amended at the time for next year's budget.

REPORT AS A WHOLE.

A motion on the report as a whole would not be required at this Meeting of the Committee, if the Procedural Motions 5 and 6, referring certain matters to the Awards and Finance Committees, were carried, or if other questions were postponed.

(SGD) R.N.O'REILLY,

CITY LIBRARIAN:

Canterbury Public Library.

PROPOSED SALARY SCALES (II) (Alternative to Scale,
p.32/4 of City Librarian's Special Report, November,
1951.

On p.31 of the Report, on the day it was being typed, a sentence was added referring to new Government scales that had unofficially come to my notice that morning. On the same day the Council's "Other than Clerical" agreement was given me, and it would appear that, when the library assistants were put on the Clerical agreement scales, on the Council's taking over from the College, it was felt that it would be better to fit the Library staff into the Other than Clerical scales once the manner of doing it had been thoroughly investigated. The latter includes a Cadet scale which covers the position of Engineering, Architectural, Survey, Town Planning assistants and Draughtsmen, i.e. recruits for positions for which some professional or semi-professional qualification is wanted. The case for professional, qualified library staff has been sufficiently stated in the report, and it is clear that the major positions cannot be filled on promotion from the present staff, but this need not be the case in future if we can train cadets for professional positions. On the other hand, as the Report has shown, there is a great amount of routine clerical, semi-clerical and general work in the library (little else at the moment) and hence provision for cadets would not fully meet the Library's requirements, either now or in the future.

It is therefore proposed that the Library staff, like the other Council staff, should be divided into Clerical and Other than Clerical and covered by the two separate agreements, according to whether or not they were doing professional work or cadets undertaking courses to qualify for professional work (In the latter case they would under-study the professional workers.) The clerical assistants would then be those who either lacked the general educational prerequisites for qualifying, or who were not interested. Clerical assistants would be engaged mainly for (a) counter work, (b) book preparation work, both of a routine nature.

While every effort would be made to obtain cadets of the most promising calibre (including males) who possessed the highest possible general education, and who would be expected to commence courses towards the gaining of the most appropriate library qualifications, it would undoubtedly happen that some would drop by the way, in which case they would be transferred to clerical work. Contrariwise a few of the clerical staff, by brilliance in their work, or by industry in gaining general educational prerequisites after appointment, could be made cadets. In general, there should be the maximum incentive to qualify, and the safeguards would be less cumbersome than in the Salary proposals of the Report. And it would be easier to keep library scales in alignment with other Council departmental scales.

In the meantime library assistants do not belong to either union. This omission would be rectified as soon as suitable scales were written into the agreements, but at least there are no jurisdictional complications at this juncture. The present Other than Clerical Agreement expires on 15th February, 1952.

Year	New Government Scale		Christchurch City Council Scales		Other than Clerical Min. (all city scales)
	Unclassified	Ass'ts (C 6 VI)	Clerical Agreement Unclassified	Cadets	
	Minimums	Maximums	Males	Females	
1	£210		£190	£190	£190
2	245	S.C.	218	218	218 S.C.;
3	285	U.E.	259	259	259 U.E.
4	320		293	293	293
5	360		345	327	345
6	400		387	345	387
7	435	B.A.	422		422
8	470	M.A. DipLS (un qual)	454		454
9	505	DipLS & M.A.	470		470
10	540	(G.T.C. Cert.L.S.)	500		500
11	575	Dip. L.S.	529		529

Classified Positions. In the Government's new scales these start, for library purposes, in Class V, which now overlaps with Class VI steps in the Council Agreements there are set Grades in the Clerical Agreement for male and females classified positions. In the Other than Clerical Agreement there are a great variety of salaries, grades, and salary ranges for different classified positions. Here are some of the lower classified salaries:—

Government	Christchurch City Council		
	Clerical Agreement	Other than Clerical	
	Males	Females	Architectural Assistants
Class V	Grade IV	Grade II	Grade
£	£	£	£
1 505	536	1 359	IV 536
2 540	Grade III	2 375	III 545
3 575	1 539	3 404	II 566
4 615	2 559	Grade I	I 590
5 650	Grade II	1 432	Engineers (Graduates & Graduands)
Class IV	1 584	2 450	
(etc.)	2 601	3 467	I 575
	Grade I	4 483	2 632
	1 619		3 664
	2 634		4 695
	3 658		(etc.)

Proposed Library Scales (in terms of Clerical and Other Than Clerical):

Year	Clerical Assistants	Year	Professional ("Other than Clerical")
Unclassified (Female shown)	Minimums	Cadets	Minimums Maximums
£*	Minimums	£*	(Progress checks each year)
1 190		1 (190	no appointments below S.C.)
2 218	S.C. Sen. Govt. S/T	2 218	S.C.
3 259		3 259	U.E.
4 293		4 293	Higher School Cert.
5 327		5 345	
6 345		6 387	Max. : G.T.C. students without G.T.C.
<u>Classified :</u>		7 422	B.A./B.Sc. "Degree undergrads.
2nd Asst: Grade II		8 454	M.A. M.Sc.
1 359			Head Cadets (with G.T.C.):
2 375			Lending, Reference & Preparatory Depts.
3 404			Cert. L.S. Max: No lib. qual.
1st Asst.: Grade		9 470	Dip. L.S.
Sec'y-typ.-cashier:) I		10 500	
1 432		11 529	Max: G.T.C.
2 450			
3 467			
4 483			

*Salaries shown (other than those of classified Professional staff) are those of the scales of the Clerical and the Other than Clerical agreements; expressed in round figures though the exact Agreement figures for the years in question are intended. Both sets of scales should be written into the respective Agreements, when the next ones are made (and adjusted pari passu with corresponding scales in the Agreements.)

SHIFT ALLOWANCE of 10/- a week is asked for in connexion with the above scales (as also in the Report.)

Administrative Positions Outside Agreements

Deputy Librarian	Cert. L.S.	£720-£760-£790-£820
City Librarian	Dip. L.S.	£900- (& free house or £2 p.w.)

Application of Scales. It will be seen that the only changes, compared with the scale proposed in the Report, occur in the middle ranges. These are a little more generous and affect more of our present staff.

The clerical staff on promotion have here two classified positions open to them (First Assistant, Second Assistant,) instead of one. It is proposed to appoint Miss Hamilton to Second Assistant next year, and hold the First Asst. position open for her after regular promotion to the top of Grade II, by which time both positions could be filled. The position of Secretary-Typist-Cashier could also be subsequently one

for internal promotion if the library could recruit qualified typists. It is now felt that this should be a Grade I job, along with the Head Typist and records Clerk, Town Clerk's office and M.E.D.; Second Typist; Rates Clerk-typist; Cashier, M.E.D.; Engineer's typist; and Engineer's typist, M.E.D.

Transfer to the Cadet's scale for staff on the General Training Course should involve increases for Miss Fiebig and Miss Hill, though the transfer might reasonably be delayed till their next rise is due, to check their progress. The starting salary of Subject Specialists has been advanced partly to put them clear of the Cadet scale, but also because more recent enquiries have elicited that the most suitable recruits would be hard to attract on the earlier figure, and because of the important place they should take in developing the library. The new Government increases also bear on recruiting prospects. (It will be noted that the Cataloguer position, which it is not proposed now to fill for some time, and the Children's Librarian position, go beyond the finishing step in the Subject Specialist range although they begin the same. This is because Subject Specialists are in line for promotion to Head of Lending or Head of Reference, while both Cataloguer and Children's Librarian could usually expect no further promotion.)

Only one qualification and one salary range is recognised in the above scale for the position of Cataloguer, whereas the Report contained alternatives, with a lower range for the G.T.C. This was to meet the case of Miss Beatson who has the G.T.C. and might by 1953 be able to go to Library School. The higher rate and qualification, corresponds to current practice elsewhere and to the N.Z.L.A. scales. They would constitute an inducement to Miss Beatson to get the higher qualification. The original intention can be satisfactorily fulfilled now by appointing Miss Beatson to the Cadet's scale as Head Cadet, Preparatory Dept. - which would formally recognise the sort of work she now does so well behind the scenes, getting books prepared for the shelves. The job involves cataloguing, but so do other jobs. The Cataloguer, when appointed, will have more specific responsibilities. Similarly the earlier scales designated a position of First Assistant, Qualified, at two qualifications and rates, mainly to meet the case of Miss Collie. This designation is obviated in the new scales by recognising further positions of Head Cadet, - in the Lending and Reference Depts. Only one of these would be filled during the next year - that of Head Cadet, Lending Dept., when Miss Collie completes her G.T.C. This again corresponds more accurately with the work she is now doing. Should she qualify further, she would be in line for a Subject Specialist job. In general, the Cadet scale removes a lot of discomfort that was felt when trying the accommodation of the Clerical scales.

Budgetary Load. There is no increase in the proposed load.

Designation	Date of Application	Salary as at 30/11/51 (Clerical: "C")	Salary as at 1/1/52	Salary as at 1/1/53	Load Increase 1951/2	Load Total 1952/3
		£	£	£	£	£
City Librarian	1.9.52	750	750	900	-	825
Deputy	1.1.52	575	720	760	36	730
Head of Ref.	1.1.52	-	630	660	158	638*
Head of Lendg.	1.1.53	-	-	600	-	150*
Children's Lib	14.1.52	(375)	-	540	32	547
Sub.Spe (1)	1.2.52	-	540	570	135	550*
" " (2)	1.8.52	-	-	540	-	360*
Head Cadets.						
-Prep.Dept.	1.1.52	(345)	454	470	27	460
-Lending Dept.	1.3.52	(345)	345	454	-	454*
Secy-Typ-Chr.	14.1.52 C	-	-	432	108	437*
2nd Assistant	1.4.52 C	(345)	(345)	359	-	359
Cler.Asst.6th yr	C	345	345	345	-	345
Cadet-6th yr.	3.8.52	328	328	387	-	367*
Cadet 5th yr.	16.7.52	293	293	345	-	330*
Cl. As.4th yr	17.4.52 C	259	259	293	-	292*
Cl. As.3rd yr	10.4.52 C	218	218	259	-	258*
" " " "	16.4.52 C	218	218	259	-	257*
Cadet 3rd yr.	1.5.52	-	-	259	-	237*
" " " "	1.1.52	-	259	293	65	267
Cl.As. 2nd.yr.	1.6.52 C	-	-	219	-	182
The numbers are those on p.36 of the Report.					£561	£8045

(Sgd.) R. N. O'REILLY.
CITY LIBRARIAN.

SPECIAL REPORT OF THE CITY LIBRARIANHistorical Introduction.

The library is an old one, tracing its origins, according to Mr. D.E. Woods, to the Mechanics Institute established in 1859, so that we can look forward a bare eight years to its centenary. It is not my purpose to retrace the ground of Mr. Woods' extremely useful thesis, "The Christchurch Metropolitan Library Service, 1852-1948, A Critical Survey", which was written only last year and which I hope Committee members will read. Nor is it proposed to rake over the ashes of the long conflict between Canterbury College and the City Council between 1880 and the late 1930's, since it appears generally known that the library was starved for funds during the greater part of that period so that it has slipped sadly from the proud place it held among New Zealand libraries at the turn of the century, when it was reckoned second only to the General Assembly Library. However, there is one matter on which Mr. Woods is silent and that is what happened to the avowed policy of the College in its early arguments with the city, to concentrate on the reference library. It would seem that, bowing its head to public opinion of the times, it finally withdrew any serious effort to direct the library on serious lines and, indeed, was virtually without a positive library policy at all. This is borne out by Mr. Bell's statement at the welcome given me as incoming Librarian by the Canterbury Branch of the N.Z. Library Association. When in 1913 he was the incoming librarian, the College Authorities told him that the library was his to do what he liked with, so long as he didn't worry them. This is, of course, the reverse of generosity and it is a pity that the inflexible terms of his budgets finally forced Mr. Bell to accept and adapt himself to what amounts to a breakdown of administration. No librarian can go far in the development of his library without the active interest and support of his authority. Only the remoteness of the College from public pressure enabled it to maintain this negative attitude. Mr. Bell's course was thus to make the most of his budget, both by boosting subscriptions and paring all expenses. It is said of him that no one could make a £. go further, and Mr. Cartwright, Chairman of C.U.C. Council, told me that he even refused an increase in his own salary, presumably because he felt the library could not afford it. It is also said, not unkindly, that he worked down to a price (in manufacturers' parlance) whereas the present generation of librarians work up to a quality. Mr. Bell did what he could to develop the circulating services, so that under the College it was in fact the educational and reference functions of the library that were least developed.

Mr. Bell, as is borne out by the graph facing p. 136 of Mr. Woods' work, succeeded in more than doubling the adult membership of the library in the first seven or eight years of his incumbency. It reached a "plateau" on the graph in the Twenties from which it made no progress till City aid came nearly 20 years later. From the time the adult library ceased to be capable within its administrative framework of further development, Mr. Bell succeeded in developing the children's library, on a free membership and free issue basis, from the opening of the new children's library wing in December, 1924, when membership stood at 600 to its present total of over 4,500. There appears to be no record of the use made of the reference library, but the fact must speak for itself that one girl only has been available to supervise it for only part of her time and that the reference library is unsupervised (let alone staffed to assist enquirers to obtain up-to-date and reliable information) a large proportion of the time it is open. Last year vote 9, "Reference Books, Binding, Periodicals" was estimated at £405. 2. 6 and expenditure £391.12. 9. This is less than what Dunedin Public Library spends on reference periodicals alone.

Since I do not wish in this report to appear to be sniping at Mr. Bell, it is necessary here to say that Mr. Bell's course was in the first place forced on him and that he made an outstanding job of the restricted objectives allowable to him. As he grew older he undoubtedly became set in his ways so that, as Cr. Tait said at his farewell, it was an effort for the Committee to get any suggestions from him as to how they could develop the library. It was, to him, a going concern and "doing all right" with the more generous City finances behind it. No doubt, as Mr. Dunningham, Dunedin City Librarian, recently remarked to me, the day is not so distant when he and I, in response to criticism of younger men, will be saying the same thing.

One further matter from the library's history must be mentioned here, connected with the name of the library and the endowments, which were the cause of half a century's dispute between the City and the University; Canterbury Public Library, as such, was created by the General Assembly of New Zealand in the "Canterbury Public Library Act, 1873" and vested in the Superintendent of the Province of Canterbury. It was endowed by the Provincial Council and its control (only) handed over to Canterbury University College which the Province had created in the same year. It is clear that the Provincial Council, had it not been abolished, intended to develop a Canterbury-wide library service and it did indeed subsidise smaller libraries outside Christchurch as well. Canterbury Public Library was thus from the start more than a Christchurch Public Library and the Gammack Trust, from which the library last year received £800, also stipulates that the money is not to be devoted solely to the citizens of Christchurch. Thus the library now receives a sum of about £1200 a year (which is, at least on the Gammack side, likely to grow) for provincial rather than city purposes. This means that it is legally prevented from charging non-city borrowers more than city borrowers, as other local authorities do, to defray the extra costs in serving such people from an institution financed by their rates. But it also means that the extra costs involved are well covered and the library can work much nearer to its economic capacity than otherwise and be free of the internal administrative complications involved in having two different classes of borrowers. This is a happy position for a library to be in.

II. Location & Premises.

The library is located within 4 minutes' walk from the Square and Colombo Street, about 325 yards along Hereford Street from the verandahed area, in a semi-residential area on the route to the University, Gardens, Art Gallery and Museum. The building, though not of a piece architecturally, has distinction and character and has recently been renovated. Taken in conjunction with the beautiful lawns, trees and shrubs of the library house and the banks of the Avon, which it faces on two sides, it is a good example of the older conception of a public library: something quiet, dignified and apart from the bustle of the market place.

This is not the modern conception of a public library. It is now realised that the library is a form of business enterprise. It is capable of serving at least half the population within the orbit of a marketing centre if properly administered and conveniently located in that centre. It is thus not only business but big business. It gives services that, by use of modern verandahed shop front, opening its interior to the direct vision of passers-by, come to be accepted, not with that special, slightly reserved, slightly proud, slightly hostile attitude of the commonality for institutions associated with their educational betters, but with the same matter-of-fact, bread and butter attitude with which shops are treated and used accordingly. This, of course, produces the large internal economies associated with any plant or business unit used to its full productive capacity. Few privately owned large-scale shopping businesses would be sited where the Canterbury Public Library is sited.

It is not of course here proposed to make any change of premises for very obvious reasons. The amount of money already sunk in the buildings is £30,000, including the £18,000 spent by the City Council in renovations since 1948. Sometime in the future, perhaps, when the premises are no longer as adequate as they are today, the Council might well consider transferring the circulating department to new premises in the shopping area, but such a move is not within the scope of the concrete recommendations that will be made in this report. The matter is mentioned here only to record an important limiting factor in library development.

The renovations have been well conceived and carried out with excellent craftsmanship. The reference room is probably the most beautifully proportioned and graceful room in any New Zealand public library. It is not big enough to contain all the reference services that the library should soon develop, but there should be plenty of room elsewhere for this; after the old stock has been weeded from the two stack rooms one stack room should suffice for some time to come.

The lending department also occupies a magnificent and well lit room. Its size should be adequate for many years, though it is not laid out to the best advantage. The desk is far too big and involves two crossing lines of traffic. Recommendations will be made in the section on the "Routines and Layout", which, if implemented, would also result in fuller use of the work room.

The Children's room is of a good size and the colour scheme - blue and grey - very beautiful though a little cold. It could be warmed and enlivened by a touch of yellow. The mural is not up to the standard of taste of the room itself. (Its colour is in keeping but the composition is jerky; the figures lack life and the land and seascape not Lyttelton as it is meant to be or Canterbury at all. Nor is it liked by the children, who are of course vocal in their criticism, or by the staff. Nor, as a centennial tribute, worthy of its subject.)

The newspaper room is adequate in size even if some of its patrons do not think so. It could, by modern newspaper storage equipment and furniture be made less congested and yet hold more papers, as well as more pleasant and comfortable. Librarians today are less willing than hitherto to give up valuable space to what is to a certain extent an old men's rest room, yet, if this service is to be given it might as well be done cheerfully.

Schools' service occupies a well-lit South room about right for their needs, which are now unlikely to change very much.

The Staff Room is sunny and pleasant and staff conveniences adequate.

The Work Room is not well laid out and needs new desks and more shelving for efficiency. It is proposed, as already mentioned, to utilize certain of the space available here in conjunction with alterations to the circulating library desk, in order to handle returned books more conveniently, both for staff and public. The Librarian's and Deputy's offices are adequate though I should prefer an office desk with more drawers in my room.

The stack room by the Reference Department would probably be the main stack space after the stock is weeded.

The space in the galleried stack room is too valuable to be used as a stack, especially the ground floor space. It really is a magnificent room and the virtues of its architecture would be brought out by quite minor work - the painting of the rafters for example, and a new layout of the stacks. Work will in any case have to be done on the gallery, for the supports are now too weak to carry the stock on the shelves, especially the bound volumes of newspapers which are most conveniently located there.

It would be a good place to house a Commercial and Technical Library, though the archway that used to connect it with the Lending Department, which has now been walled over (with a connecting door) would need to be opened again if it were to be effectively used. This is not a big job.

It is not proposed here to make detailed recommendations about the use of this big area, since it would need discussing with the architect first. Authority for such discussions will, however, be asked at some later date.

For the future it may be here recorded that the present building can acquire additional space, when it is needed (1) by a mezzanine floor in the Lending Room connecting with the gallery of this room and coming about half way across the Lending Room at the width of the gallery; (2) a properly constructed stack over the boiler house and back passage-way area. A stack in the strict sense is a steel pier constructed specially to take the load of book shelves with a series of galleries every 7 feet. The only proper stack in New Zealand, modern though constructed at the beginning of the century, is the one at the General Assembly Library. Very little ground space is required for a very large number of books.

I. Suburban Services.

It is not in the purview of this report to survey the voluntary suburban libraries of Christchurch. Something of a general kind, however, should be said.

(1) The voluntary system has certain disadvantages, but also compensating advantages.

(2) The advantages spring from the zeal and initiative of a great number of helpers sustained over a great period of years. It would not be good administration to destroy that fund of energy.

(3) The costs of replacing the voluntary system with a branch system with paid staff, along the lines of the Auckland and Wellington Public Libraries, would be exorbitant for the advantages that would ensue from it. The rating position of Christchurch compared with Auckland and Wellington, is a further barrier, which is discussed in the section under Finance.

(4) Paid library staff in itself would not advance the quality of the service though it would result in longer hours of opening. Wellington, I know from direct experience, has great difficulty in getting branch librarians of sufficient calibre and interest in the work to do more than a routine job. The position is better in this respect in many of the Christchurch libraries.

(5) To do better the Branch Librarian would need to be a professional librarian and this neither Auckland nor Wellington has attempted in any of their branches. In any case there are not enough of them to go round.

(6) The main disadvantages lie in lack of co-ordination, and the loss of certain economies such as are obtained in Wellington's pooled branch stock-scheme and the lack of reference service.

(7) The lack of co-ordination has meant a concentration of seven libraries between Addington and Opawa, South of the railway, with Woolston and Linwood not far from this group. The seaside suburbs, New Brighton, Redcliffs and Sumner have libraries. But the very great area north of the Square is covered by only two libraries - Papanui and St. Albans.

(8) Economies in the nature of joint buying and a common book binding could be perhaps tried with the co-operation of the voluntary committees.

(9) Joint buying, however, in itself is not all economy. For popular books in current demand the only convenient procedure is for each library to buy promptly for itself. Delegation of selection amongst a keen committee, individuals of whom could be centrally supplied with good review material, would be as good a way of getting economical and appropriate coverage as any, for the general range of lending stock.

(10) Wellington's pooled scheme covers only that range of serious stock which could only be regarded as marginal in the light of suburban demand. But, circulated around all the suburbs it improves the range and quality of the suburban holdings. This could be perhaps tried, if the libraries were willing, at some future date (not next year).

(11) A similar scheme for children's books is suggested in the section on Children's libraries. Should the Beckenham scheme be successful, this could be developed next year.

(12) Subject collections, i.e. books covering a particular subject or topic in an interesting, many-sided way, could also be circulated to those libraries interested for a period of (say) 3 months, by the city library.

(13) The City Librarian could assist the suburban libraries to build quick reference collections of useful dictionaries, encyclopaedias, directories, almanacs etc. It is recommended that provision for direct expenditure by the city in order to constitute such collections, or bring them up to date, should be made next year.

(14) A request service of reference and other material could operate between the suburban libraries and the city library. Though requests might be few at the start it is of paramount importance that all serious requests for information or reliable up-to-date opinion should be filled as promptly and expertly as modern librarianship can contrive. The whole resources of the major libraries of New Zealand are pooled to make this service effective and, if hundreds of requests each year can be filled, ⁹Motueka (for example) a town of 2-3000 people, they will be also forthcoming from the residents of Woolston (6, -7000). With the co-operation of the volunteers the request system, whose use is the hall mark of the well-run small library, could soon become a big thing in Christchurch.

(15) The City Librarian's advice and assistance is available at all times to the voluntary committees on all points of library administration. I have assisted small and large public libraries all over New Zealand to improve their service and believe I could similarly assist the Suburban libraries, but I shall not attempt to influence those libraries who do not request my assistance.

(16) The only exception to this statement (15) is in rebuilding or alteration programmes undertaken for the suburban libraries by the City. In such cases, it would appear desirable that the plans should be prepared in consultation with the City Librarian and approved by him.

(17) It is already decided by the Committee to convene a meeting of representatives of the suburban libraries, the City Librarian and Library Committee members to explore the possibility of starting a bindery to do the binding work of the suburban and city libraries. If this proves feasible, it is recommended that the whole cost be borne by the city.

(18) Such a meeting, as has already been suggested, might be a worthwhile opportunity to discuss Suburban Library problems, to assist to formulate Council policy.

(19) In general this report assumes that the proper course is to retain and extend the voluntary system and to assist such of the suburban committees that wish it to raise their standards of service.

This involves increased city finance to the suburban libraries, but not an expenditure like Wellington's £16,791, let alone Auckland's £31,946.

(20) The sum of £6000 has been, very tentatively, included under the heading of Suburban Services for 1952/53 in the section on finance. This is on the assumption that the Redcliffs expenditure will be completed under this year's accounts and that no new building (as apart from alterations to existing buildings) is contemplated. This should cover the alterations programme, subsidies and allow for a start on the innovations suggested above.

V. Reference Services.

We have already had some indication of the backward state of the reference department. This is concealed perhaps by the Library's statistical heading "Reference Books Consulted" which is simply a count of books shelved by the staff each morning from those left on the tables the day before. (The users, for this reason, are asked not to put them back themselves). The figures have risen of late after a drop when habits were broken by the removal of the library upstairs to its new (and architecturally quite magnificent) home. The main users of this library appear to be students from Canterbury College, which is of all N.Z. University libraries, most cramped. When the College library is extended there will almost certainly be a drop in use made of the reference library on its present basis, and of course when the new College is built the number of students utilising the excellent study desks will be negligible.

Very little use is made of the library by ordinary Christchurch citizens, in their various walks of life. The housewife does not make a habit of consulting the library for books relating to her home and children or the man with a home workshop for the books on lathe work, cabinetmaking, radio or motor car engineering. The businessman, industrialist or the tradesman, does not frequent the library to keep abreast in his own field. Few teachers, though they tend to be library-minded, will be found looking for something on educational theory or psychology. The political or social worker is seldom found reading up economics, sociology or public administration. Students of New Zealand affairs, its literature and history, who are not intimidated by glass cases and restrictive borrowing rules, make a certain use of the Library's New Zealand collection, but not a fraction of the use it could get. Students of the history of literature can obtain some excellent older works dating from the last century, but few modern ones. Art lovers find few works of reproductions old or new. The sportsman may pick up a readable work on cricket or mountaineering in the circulating library, but if he wants to improve himself in these or other sports or hobbies, he will find little constructive material available. The man in the street, to settle an argument involving a point of fact, does not turn habitually to the public library to settle it for him.

Gardening: Take a subject in which public libraries need have no fears as to demand: gardening. The library has on issue at the moment 39 gardening books, 38 from the Circulating Department and 1 from the Reference. This would be the equivalent of an annual issue of about 1,000. The selection on the shelves in the Circulating Department (i.e. the books on the shelves) numbers 22 of which nothing is more recent than 1949 and none are in really good physical condition - most quite drab. There is a selection of 66 books on the main reference shelves, another 70 (including pamphlets) behind glass in the New Zealand collection and 14 among the old books in the downstairs stack. The following table sets out the ages of those effectively available to the public on the main reference and circulating shelves to-day:

	<u>Reference:</u>	<u>Circulating:</u>	<u>Total:</u>
1951	-	-	Nil
1950	2	-	2
1949	2	2	4
1945 - 8	19	10	29
1940 - 5	9	7	16
1930 - 9	23	1	24
1920 - 9	5	2	7
Before 1920	6 *	-	6
	<hr/> 66	<hr/> 22	<hr/> 88

* Dates of these - 1901, 1908, 1910, 1912, 1913, 1917.

Of a selection of 12 specific gardening titles, all well reviewed in gardening periodicals and currently available, Canterbury Public reported 3 copies held (9 titles). Dunedin reported 60 copies and Lower Hutt 25 copies (each library having complete title coverage). Lower Hutt had a collection of approximately 300 titles in good physical condition, all grouped in one place easy of access, when I left there in 1948. In spite of heavy borrowings, the borrower could normally find a selection covering every aspect of gardening, with a strong N.Z. emphasis and most of the main individual species of flowers, e.g. roses, tulips, dianthus, represented by several titles systematically arranged. The whole cost of this service, including a wide range of gardening periodicals, was borne by the City (as it is also now in most New Zealand towns) and it was generally considered money well spent. After all, 300 gardening books spread over a city of about 37,000 (as Lower Hutt was then) isn't extravagance - it amounts to 1 for every 123 people or 1000 for the population of Christchurch. Lower Hutt residents are garden minded but I doubt if they are more so than those of Christchurch.

Specialist Development: Of all forms of library service reference service is the most exacting and in the long run the most rewarding to the civic authority. It can be most economically given on a free issue basis by trained librarians each specialising in a particular group of subjects. It is the work of such "Subject Specialists", as they are termed to-day:

- (1) To keep abreast in the literature, especially the periodical literature, of their subjects, and with the aid of experts on those subjects in the local community.
- (2) To select the stock for their section of the library within a budgetary framework.
- (3) To classify and catalogue this stock so as to make its contents more readily accessible to library users.
- (4) To work directly with borrowers, to give them the benefit of his knowledge of the literature of his field and his familiarity with bibliographic aids. Thus he assists them to discover what they want to know as expeditiously as possible.
- (5) To keep contact with the other libraries specialising in the same or related fields. All the major libraries, University, Government Departmental, public libraries, special institutional libraries, the General Assembly Library and the National Library Service, freely interloan their stock and to the trained librarian it is only a matter of greater convenience that he should have on his own shelves the book the enquirer wants - the enquirer must have it in any case. The fobbing off of any genuine request for information or authoritative opinion through failure of library service is regarded by the trained reference librarian as the most grave misdemeanour of all.

Selection & Use: The key to good service is the "arc" between selection and use. The librarian who works with his borrowers knows better than anyone else what to collect and how to make it accessible. It

follows that he can only perform his functions properly if he has the maximum contact with those interested in his subjects. It has long been policy in this, as in other libraries, that reference service is "free", but reference service to be of maximum utility must also be a lending service and in this respect this Library is not free. The ordinary citizen, in the cities where he has good comprehensive collections and expert services available to him, will still not pay a subscription in order to avail himself of them occasionally. But occasional individual use is all that is required in order that, collectively, the services should be used at an economical rate. The subscriber pays his subscription for the privilege of frequent, regular access to readable books, usually recreational in character, not for occasional access to reference services.

In fact any fee, however small, is an effective barrier to a great number of people who could profit from reference services; indeed, to all services of a serious nature. And thus the anomaly arises that, though this library spends very little on such services what it does supply is in fact often in excess of demand. It is thus uneconomical. Demand, given the right terms of service, will be forthcoming and it should be a matter in which the Committee could perhaps feel great satisfaction: the development of services of direct and unequivocal value to the citizens of this city.

Nor need we worry lest demand will outstrip available supply. The demand for serious services is always expandible by increased supply in special fields, but at any given time the demand for individual books in well organised free collections of this nature is seldom as great as that for popular books supplied on a pay basis. The librarian, within the general framework of the budget and the Council's library policy, can and should make the decision as to what collections need development in any budgetary year, so as to promote the even development of the library. The rule is that service in a given field should not be attempted unless initial finance can be found to bring it to a minimum standard of usefulness and the annual amount required to keep it up to date agreed on.

Subject specialisation can be developed in stages. Dunedin Public Library have four specialists, each with a "room" or library in their charge. They administer:

- (a) The Commercial & Technical Room (comprising such subjects as business; the separate trades (e.g. plumbing, building, motor mechanics, radio); science; agriculture and gardening.)
- (b) Arts & Literature Room (comprising besides art books, architecture, poetry, drama etc., such subjects as religion and philosophy.)
- (c) Sociology Room (including forms of government, public administration, economics, local government, education).
- (d) Popular Room (besides fiction, travel and biography, this includes books about the home - cookery, interior decoration, needlework, care of children, also sports and hobbies.)

Of the first three of these rooms the following use was made in 1949/50:-

Room:	Enquiries:	Reference Loans:	Periodicals Loans:
Commercial & Technical	6257	854	927
Art and Literature	3816	1323	626
Sociology	4839	795	182

No records were taken of "Books Consulted" by the public of their own accord, but seating accommodation is greater than at Canterbury Public and fully taxed all the time. The big difference is that no enquiry is too much trouble for the Dunedin staff and that

it is dealt with by an expert in the literature concerned, with the aid of up-to-date book and periodical collections and with frequent personal consultations with authorities outside the library in these subjects. This library spent in that year some £500 on periodicals alone. On books it spent some £4,400 apart from its popular fiction on which it spent £1369. On this it gives, in my opinion, the best service of any library in the country. If this library could achieve the same standards as Dunedin Public it would have indeed made a big advance. It should be possible, within a year or so, at least to have laid the basis by which it could, in time, overtake Dunedin.

The actual allocation of subjects to specialists depends partly on the convenience of the layout of the library and the capacities of the specialists. The beauty of structure, administratively speaking, is that, as the library develops and the work increases, the specialisation can be carried further, and further specialists appointed, each with a library not too big for him to know intimately. It also lends itself to efficiency through eliminating many subdivided jobs, which inevitably become routines of no interest to those performing them, e.g. someone preparing lists of books to be ordered, which one didn't select; cataloguing books one probably won't handle again; answering reference questions out of stock one neither selected nor catalogued. All these tasks, however, are interesting to one who is building special collections and assisting the public to use them.

It is recommended that there should be four specialists, with responsibilities similar to those at Dunedin Public. As it will be seen in the section on Staff, only one of these, for our equivalent of the "Popular Room", viz. our Circulating Library (or most of it) could be found among our present staff. Three would need to be appointed, with a minimum qualification of Library School Diploma or Certificate. Two of these, one of which should be designated Head of Reference Services, should if possible be appointed this year to take up duties in January. The other should be appointed some time in the next financial year. These are the only new appointments of trained staff I shall recommend till the end of the financial year 1952/53, when it would be possible to review the progress made and the Committee would be in a position to see whether further tasks should be undertaken or not. On this basis, with a book and periodical vote next year approximating Dunedin's, the public of Christchurch can be promised very soon a first class reference service. It cannot, however, be promised on less.

V. Adult Lending Services & Terms of Service:

In the appendix is a report by Mr. J. Stringleman, Deputy Librarian, on the Lending Library as it is now run, and it is not proposed here to retrace the details well set out there. The problem is to lay our finger on the operative things behind the present maladjustment of supply and demand and the low membership of this library compared with that of the other main cities (and several of the secondary cities too). This is brought out sufficiently in Graph 12, in the Appendix, on which the only comment required is that Wellington changed its terms of membership this month (October 10) and early reports indicate that the membership there has nearly doubled already.

Terms of Service: This library's only terms of service for adult lending are the payment of a subscription. Borrowing is a mixture of books taken "on the subscription", viz. one book or magazine at a time and "extras" @ 3d. a book, 2d. a magazine. The charges are uniform for all books irrespective of type or popularity, in contrast with the rental libraries or "book clubs" which charge at two rates (7d. and 4d. per book) according to demand, or a growing number of public libraries, now totalling about 30 and including Wellington, Dunedin and Lower Hutt, which charge at three -- 6d. and 3d. (or 7d. and 4d.) for book-club type of material, and free issues of serious material. (Free issues are best regarded as a zero charge when studying library economics.)

Conditions of Supply & Demand: The demand for loans of books for home reading, like the demand for other goods and services, is always in terms of price and other conditions of supply. A recent example is Feltex which was in such high demand as a low price carpeting that it was sold only under a priorities system and seldom displayed in the shops. A few months ago the price rose steeply and immediately it was in plentiful supply, widely advertised and displayed. And finally, no doubt because the price was too high to clear stocks, it was reduced a little; though I have no inside knowledge it appears to be in reasonable supply while selling steadily. Economists insist that there is no such thing as demand for a thing in the abstract, only demand for a thing under certain conditions of supply, of which the operative condition is usually price. In library service the operative conditions are terms of service which usually include prices or charges of one kind or another.

Demand then varies from library to library with the terms of service. The demand in subscription libraries takes a different pattern from that in rental libraries and a different one again in the wholly free libraries of England, or, to take the almost solitary New Zealand example, Timaru. Demand in Dunedin up to 1938 when this library was wholly free is vastly different from demand in Dunedin now when their popular stock is on a rental basis. The aim here, then, is to apply elementary economics to the problems of this library and utilise all three systems, subscription, rental and free, to gain the advantages and avoid the disadvantages inherent in each of them, so as to produce the most effective and the most economical form of service.

Roughly the proposals are --

(1) To retain the subscription plan, but to confine it to that portion of the library that would perforce be the whole library's income wholly dependent on subscribers.

(2) To admit also rental borrowing from this portion of the library, for those many people whose reading is too irregular to make the subscription worthwhile.

(3) To introduce into this "pay" portion of the library a small collection of new books for which a higher charge would be asked, either an extra subscription, a higher rental, or an ordinary subscription plus a small rental charge. This collection would occupy one 3-foot section of shelves only. It should ensure a supply of books in high demand for all who wished to pay at a rate equivalent to what they would pay the book clubs for them. The books from it would be transferred to the lower-priced shelves as soon as demand slackened to the extent that they "sat on the shelves" without being issued for more than two days. At the same time, the reservation system would be made universal and the fee reduced to 1d.

(4) To issue serious and reference books free, so as to produce sufficient demand for material of some direct value to the community to justify our developing a wide, interesting, varied and rounded stock.

It is necessary to study the economics of the three forms of service to appreciate these proposals.

Economics of Rental Service: The secret of the success of the book clubs which have proliferated all over New Zealand in the last 20 years and which have found a demand for light reading in places that public libraries had never looked for it, lies in high turnover. To obtain high turnover, main street siting is essential and the casual nature of demand is immaterial. Through high rent, space is severely limited and the range of books displayed is likewise. Every book must "earn its keep" by frequent issues and books that "sit" are therefore weeded promptly to make room for more profitable ones. This limits the range of books supplied to the most popular

varieties - westerns, thrillers, sentimental love stories, best-sellers - nearly all fiction, but also the rare bestselling non-fiction titles like "The Egg and I". The higher the turnover the higher the profit. The two-price system takes cognisance of the extraordinary turnover of new books of this sort, some people regarding newness as the only important criterion of worth. The books in the 7d. collection usually earn their cost at this fee and, upon transfer to the 4d. collection, make a profit for the proprietor.

The rental system has now a wide adherence in New Zealand public libraries where it is recognised as an efficient means of coping with a demand for ephemeral reading that would otherwise be an embarrassment to a public institution with important public services to render out of public funds.

Its disadvantage is that, by itself, it leads to low standards of personal service from the book collections it covers. To get a particular title from most book clubs-you have to know the girl behind the counter. Reservation systems are more costly than they are worth, not only in staff time, but in the "waiting period" from the tabbing of the wanted book till the borrower receives his notification and collects it - an average of 3 days in which time the book might have been earning an extra 7d.

This library is not properly sited to catch a big rental trade and yet it would be a great convenience to many people to be able to borrow popular fiction (especially) from the library on a 7d. and 4d. rental basis.

Economics of Subscription Service: The secret of the success of the big privately-run subscription libraries of England, e.g. The Times, Mudies, The London Library, is that they give a magnificent personal service to those who can afford the very high subscriptions. To give this service a very large and well duplicated stock is required, and many public libraries, including New Zealand ones, used to regard it a privilege to buy duplicated stock withdrawn from these libraries as demand slackened, since these were in excellent physical order. (Something like gathering up the crumbs from below the rich man's table.) The range of stock was nevertheless not very wide compared with the stock of public libraries above the "charity level"- it was largely biography, travel and middle-grade fiction, the overlap with rental shop demand lying in the field of bestsellers. (Bestsellers are not, as the book trade like the public to believe, the result of a strange confluence of public taste, but books written to a particular pattern and with a sense of fashion. They are aimed particularly at middle class women and usually exploit certain middle class snobberies. The fashion recently in best-sellers has been "period" romances in which the illusion of mighty historical events and familiarity with famous people covers stock fictional goings on. The trade bring them out in lushly jacketed, fat editions at expensive prices and is seldom wrong in its calculations.) There is, in general, more than a touch of snobbishness about successful subscription library service under private enterprise.

In economic terms a successful subscription library must have a big stock and a manageable turnover, since it depends mainly on the quality of its service to attract subscribers. A high turnover of stock, since it is not tied to revenue, as in the rental libraries, is a liability rather than an asset. (The more books a given number of subscribers take out the higher are library costs.) The aim is therefore not popularity, but exclusiveness, costs being covered by high subscriptions. Where, as in public libraries, costs are purposely kept down to popularise the library, the effect is to increase the turnover and resultant costs without increasing, or sufficiently increasing, the income. The staff costs therefore rise while the stock position becomes worse. To maintain given standards of service, subsidies of increasing size must be made from the public authority concerned and this in turn results in higher turnover. In other words an upward cost spiral.

The efforts to popularise on a subscription basis do not result in proportionate increase in membership and it is estimated that the "ceiling" under ideal conditions and unlimited subsidies is 20%. Any subscription, however small, is sufficient barrier to the great majority of the people who have not the subscriber's zeal for regular reading. And, as we have seen, any fee at all is a sufficient barrier to prevent effective development of serious or reference services.

Faced with this dilemma local authorities with subscription libraries have mostly preferred to leave well alone and stabilised the library at some convenient level. As a result the subscription libraries as a whole lagged sadly behind other public libraries in developing better collections and improving their services. But some, of which the outstanding example is Wellington, were generous with their library finance. Wellington subsidised its library at one of the highest rates, per head of population, of any local authority in New Zealand and maintained very good standards of service. But the result was a membership, in spite of excellent branch and bookmobile coverage of the city, of only 16% of the population of Wellington. These 16% cost the city rates £1.14. 0 each, as against Auckland's £1. 3. 0. (Auckland has a small, and in my opinion, uneconomic rental collection comprising only the duplicates of titles also available free). Dunedin, with of course only a central library (no branches) and devoting itself mainly to reference services with light fiction in a fully economic rental collection spent 13/- on each borrower. The upshot was that Wellington this October, without extra financial provision (apart from the general wage increase) adopted Dunedin's system and is well on the way already towards Dunedin's percentage of 44% enrolment. A decision of this kind ten years ago would have resulted (1) a more evenly developed library (2) double and treble the use (3) £200,000 spent on a small minority would have directly benefitted half the city population.

The disadvantage of the subscription plan, then, is that the library can only be developed against the stream of economic pressure. Mr. Bell's reluctance to press for funds was born of an awareness that the library, within the administrative frame in which he had grown old and mellow, was best left to proceed on its quiet way. I have been freely advised on many sides that what the library needs is more books and more advertisement, but within this framework I cannot recommend either. It is an expensive way of doing very little good and ninety N.Z. Municipal Library Authorities have abolished it in the last twelve years.

The advantage of the subscription plan, and the reason why its abolition is not advocated here, is that it is more conducive to high standards of service in that part of the library to which it properly applies, than either the rental system or the wholly free system. It also extends the range of stock that can be put on a self supporting basis, especially popular travel and biography.

The Economics of Free Service: It can well be imagined what the results of converting this library's main lending stock over to a free membership and free issues basis would be. Membership and issues would rise overnight to alarming proportions. The staff, who are now largely confined to the routines of circulating entertainment reading would have to be rapidly increased to cope. Standards of service are low now and borrowers wanting specific titles, as can be seen from Mr. Stringleman's report, have usually to wait a very long time. Under these conditions they would rapidly become much worse unless the buying was doubled and trebled. The pattern of demand which is dominated by middle-of-the-road preferences, would change towards the light and sensational and the chances of developing serious and reference services on such an expensive and frivolous under-structure would be exceedingly small. The city would, in fact, be hard pressed to save the library being merely an expensive and unnecessary charity.

Timaru is an example of a popular and well run free library (the main source of revenue, other than the rates, being from 3d. "extras".) It has a 60% enrolment and a much higher circulation than this library. The rub is that it costs the city of Timaru more than 7/- per head of population. No separate library rate is struck - otherwise it would be in excess of the legal maximum of 3d. in the £1 on the annual value. Auckland, Wellington and Dunedin rate the full 3d. (Christchurch about 2d. this year), but Timaru spent in 1949/50 the equivalent of 4½d. (out of the General Rate). Needless to say the City Council is not happy about it and, much as I should like to have such a rate at my disposal, I cannot feel it is being used in the most economical way. Why should the city subsidise that large part of the Timaru Public Library which consists of precisely the type of book the service of which is being given just as efficiently by private enterprise?

The system of issuing books free, then, cannot be economic if it is applied to commercialisable stock. We have, however, seen that there are distinct limits to the range of stock which can be commercialised - a limit on a rental basis and a limit on a subscription basis. Neither limit includes the whole range of subject stock - technical, literary, sociological, religious and philosophic, historical. Nor does it fully include a wide range of serious reading of general rather than subject interest. If the library is to develop such services effectively it can only do it on a free issue basis.

Free Public Services: Here are some of the things, outside the commercialisable fields, a public library can do for its community.

- (1) It can present all sides of controversial questions so that the wise may judge for themselves and even the fanatic made aware that there are other sides. Without varied public library collections of books on such questions as politics, international affairs, and racialism, sensationalist, one-sided and scurrilous books pass from hand to hand and undermine the stability of democratic life. This is happening here and now among certain sections of the community.
- (2) It can foster the desire to learn that so often dies with childhood. This requires interesting, varied, comprehensive and rounded collections on all subjects for which a live demand is found, varied in difficulty so that any interested person can find something to assist him to understand the subject, and the keen may read through to the source books. The subjects that can be done well in this connection in the larger libraries include the sciences, history, sociology, politics, economics, philosophy and religion. Otherwise this deep human urge to comprehend, which arises in most of us at times, is starved and stultified.
- (3) Such collections are also needed to supplement the stimulus to learn supplied by organised adult education and voluntary organisations of all kinds. Teaching is important, but teaching at this level is bad if it merely transmits the opinions of one man, instead of assisting the learner to read widely and to teach himself.
- (4) The library in this connection can co-operate with organised groups of people, e.g. gardening circles, drama groups, women's organisations, sports bodies. It can assist them, by bringing book collections to their meetings, to do their work expertly.
- (5) The library can stimulate interest, by displays of books, in subjects such as health education, morals, and etiquette, and thus assist to raise the standards of public health and behaviour.
- (6) It can similarly assist in raising the standards of domestic economy and home life, by presenting books on sewing, dressmaking, knitting, cookery, interior decoration and home planning, child care and welfare, gardening and the home workshop.

(7) It can contribute directly to the economic life of the community by books for the businessman, industrialist and tradesman, as well as raising the general level of technical competence. This depends, very largely, on widespread mechanical hobbies of men and boys, interesting themselves in radio and motor engineering, lathe-work, metal work, woodwork, model making and cabinetmaking. The average hobbyist is dependent on a supply of the many books and magazines written for the amateur on such subjects. It is on this general level of technical competence that our industrial efficiency largely depends.

(8) Similarly it can assist in the fruitful use of leisure time, a contemporary problem, by encouraging hobbies and sports in general.

(9) Not least, it can introduce to a wider audience the pleasures of great art music and great imaginative literature. These are pleasures that do not come easily to the many, though they are both deeper and more lasting than most other pleasures. Imaginative works in a sense includes all fiction, but the mark of the works to which we refer here is that they can be read or enjoyed without the suspension of the critical faculties of the civilised adult. In this respect books of the reproductions of old and modern masters, poetry, music, serious fiction stand in contrast to most popular fiction, which we enjoy by unconsciously suspending our intellectual and moral faculties. Instead of imaginatively exploring the grave problems of our age these latter works enable us imaginatively to dodge them.

The public library in the Western world has a responsibility to encourage the use of serious imaginative works and in this way to foster an informed, questioning and liberal approach to human problems.

The library renders all these services collectively in a pleasant informal way without constraint of any kind. No one can be forced or cajoled into reading what he does not wish to read, but many in a good public library find a new and exciting opportunity to pursue interests that were dormant before they entered. Professional librarians, indeed, consider that the provision of lending services of this kind is a public duty which should not only be provided free, but done as well and attractively as their professional skills can make them. They are genuine public services not commercial ones, and should be financed as such.

It is frequently said, and in general it is true, that people do not appreciate what they obtain without cost. Strictly, however, as economists appreciate, costs derive from consciously applied human effort and the saying is correct if it reads "what they obtain without effort." The satisfactions and benefits of serious reading are not in general obtained without some initial effort of concentration, frequently quite appreciable, and often an effort that needs to be sustained throughout a whole work. This effort is lessened with practice and through familiarity with a particular subject, and those who have become familiar with the great writers of the past read them effortlessly and with an enjoyment that prevents them enjoying the second-hand emotions of popular literature. But, by and large, effort is never far from serious reading of the kind proposed here. This is the real reason why these services are not commercialisable. For it is elementary economics that we don't usually pay for the expenditure of effort; we get paid. And we spend our earnings, apart from the necessities of life, on the efforts of others to entertain us. This applies to the recreational literature of the book clubs and the subscription libraries, not to the serious reading which is the pride of good public libraries. If you sit down for example and master some book which enables you to grow better roses, do you appreciate that book less if you have borrowed it free? The cost: the effort, is already there.

These services then can effectively be given only on a free publicly financed basis and on this basis the demand for serious reading becomes comparable with the demand for recreational reading

on a commercial basis. The demand is not in any given subject field unlimited, and administratively the development of new subject fields and the closer attention to the specialities of any one of them can be simply controlled in terms of the budget and committed policy. The librarian is in a position to know what development is most likely to find a satisfactory demand and what the cost of supplying it will be. It should be the rule not to offer a service in any field unless (1) the initial cost of the collection to give a useful service can be met and (2) an amount to cover its annual maintenance ensured. It is not policy either to build collections for which negligible demand can be reasonably expected, nor to fob off demand by supplying material short of the best. We are here to anticipate and meet demand, not to tell the public what they ought to like.

Combination of Subscription, Rental & Free Services; The general aim is to give the widest possible range of reading, with the help of expert librarianship, that can be undertaken on any given budget. Subscription service is worthwhile for the high standards of service it can maintain in its appropriate though limited fields, but is too exclusive in its economic tendencies to make the library popular, and it is not conducive to the development of serious public services. Rental service can be combined with subscription service to make the library popular and to give an efficient and economical service of the lighter kinds of reading expected of a public library, but is even more limited in the scope of the material to which it is appropriate. The combination will put a greater range of material on a self-supporting basis than most New Zealand libraries attempt to-day. Free issue service is wrong where services can be given on a self-supporting basis for it results in costly service of low standards. But it is essential for the wide range of serious and reference ^{books} in which a public library can give a public service and in which commercial or commercialised libraries cannot be run economically.

Recommendations: The following recommendations put this plan into detailed effect:--

(a) The present LENDING LIBRARY to be divided into two parts: a Popular Library and a Serious General Reading Library (or "General Library").

(b) The POPULAR LIBRARY should comprise all titles such as would be found in a commercially run subscription or rental library: most fiction, plus popular biographical and travel books. These comprise perhaps two-thirds of the existing stock in the Lending Library.

1. Books and magazines in this library to be available for home lending either on the payment of a subscription or on the payment of a rental fee.

2. After weeding, the existing stock suitable for this library to constitute the Main Popular Stock available on the present single subscription of 10/- per year. (The 5/- per half year, the quarter year sub. of 3/- and the one month subscription of 1/6d. to be abolished). Alternatively a borrower on registration without a subscription or fee of any kind to be entitled to borrow from this stock @ 4d. per book.

3. New books of this type (other than cheap reprints) to be put into a Special Collection, not to exceed in shelving space one section of four shelves, available either -

(i) On obtaining two subscriptions, at a total cost of £1 per year for one Special book.

(ii) On the single subscription, plus an additional charge of 3d. for the one special book.

- (iii) To a registered non-subscriber upon a rental of 7d. per book.

When demand slackens in the Special Collection the books concerned to be transferred to the Main Popular Collection. .

4. Popular magazines to be treated as books on the following scale:

New expensive magazines: 1 magazine = 1 main stock book.

Older & cheaper magazines: 2 " s = 1 " " "

5. "Extra" fees, in the present sense of fees for books not covered by the subscription, to be abolished, subscribers to take out books not covered by the subscription on the rental terms for the books or magazines in question.

(c) The GENERAL LIBRARY to consist of serious stock of interest to the general reader. It should include fiction classics and selected contemporary fiction chosen on the basis of its standing with reputable reviewers (carefully graded lists splendid for this purpose are available). It would also include works of literature, biography and travel of a similarly high standard and serious literary or news magazines.

1. Books or magazines from the General Library to be available to subscribers, in addition to books or magazines covered by the subscription, without charge; and to registered non-subscribing members without the payment of rental fees.

2. Where a book of the literary standard for the General Library is in strong demand extra copies should be provided for the Popular Library in order to meet this demand. Books of a borderline standard are not to be available in the General Library unless:--

- (i) They are the works of new and promising authors not yet in great demand;
- (ii) The turnover of the books in the General Library is uneconomically low and requires the fillip of popular books of a fair, if not the highest, level of writing.

It will be seen that there is some overlap between the titles of the Popular and General Libraries and this will be controlled to produce the most economic and effective service, keeping the turnover in each library in equilibrium according to the varying pattern of demand at different stages of the library's development. In general the rule would be:-- what can pay for itself should pay for itself - but this would be tempered by need to develop quietly the demand for serious literature. Subject to discretionary powers to prevent abuse, there is no need to impose restrictions on the number of books allowed out at each time.

(d) The REFERENCE LIBRARY stock to be available for lending on the same free issue terms as in the General Library.

(e) The RESERVATION FEE to be 1d. per book and the present rule abolished that makes new popular fiction unreservable for 3 months. (It will be noted that at present reservations all count as "extras" so that the effective reservation fee is 4d. per book. The effect of recommendation (b) 5., abolishing the present 3d. "Extras" fee would be to make General and Reference library books, and books covered by subscriptions, reservable for a total charge 1d. each; while borrowers of rental books would pay only a 1d. on top of the rental fees.)

1. Where titles (as described in (C) 2. above) are duplicated in both the Popular and General libraries, only the Popular copies may be reserved. (This is to avoid people dodging the rental charge that ensures adequate duplication, by the payment of the smaller reservation fee.)

Effects of Recommendations: It can be confidently predicted on the basis of my experience of libraries making similar changes under my supervision that the general effects of putting these recommendations into effect would be --

- (1) To maintain the present revenue and in future years to increase it.
- (2) To maintain and increase the standards of service to subscribers on the present basic subscription.
- (3) To make available for the first time a selection of new popular books.
- (4) To cater for the casual reader who prefers not to pay subscriptions.
- (5) To increase the demand for serious books and reference services.
- (6) To equate supply and demand in all services.
- (7) To increase the general use made of the library. Membership may well be doubled within the first year and eventually quadrupled.

Maintenance of Revenue: This has been the case in a representative sample of ten libraries that abandoned the subscription system to introduce a combined rental and free issue system. These libraries over a five-year period increased their revenue more than a similar sample of subscription libraries in the same period. The recommended system would raise a larger revenue than any of libraries in that sample, which preferred to chase high issues rather than to develop conservatively as is proposed here and which lost the stabilising effect of subscriptions.

The rental fees here are governed partly by current book club charges, since it is not considered policy for a public institution deliberately to undercut private enterprise, especially where this runs the risk of uneconomic subsidised service. It is also governed by the need to keep a balanced ratio between subscription and rental borrowing slightly favourable to subscribers.

The average subscriber last year took out 50 books or magazines as follows:--

	No.	Cost.
Average Subscriber-Issues: On subscription	32	10/-
As Extras @ 3d.	18	4/6
Total	50	14/6

(If some of the extras were magazines the total cost would be a little less.)

Supposing firstly that a subscriber under the new system preferred to read popular books without availing himself of the free services and was content with the not-too-new books he gets now, on the new charges he would have the following alternatives:--

(a) <u>As Subscriber</u>	(b) <u>As Non-subscribing Member.</u>
On Sub. 32 - 10/-	Rentals @ 4d. 50 - 16/8
Rentals @ 4d. 18 - 6/-	
Total 50, 16/-	50 16/8.

The additional cost as subscriber then would be 1/6d., an increase of 10.3%, very minor against the background of universal price increases and he would still fare better than the rental borrower. On a basis of 3d. rentals the 50 books would cost 12/6d. making it not worth his while to pay a subscription. The new proposals still make it possible for subscribers who stick to books on the subscription to obtain a year's supply for 10/-. Since this rate was

introduced as far back as 1910, and we are here purely considering commercialisable stock, this is very fair treatment.

The double subscription of £1 might turn out a little low for a service of new books. This is not so on the calculations above where the 50 "Specials" would cost on the double sub., plus extra rentals 30/6d. as against 29/2d. on a purely rental basis. However, it is unlikely that the person who considers two subscriptions would conform to the pattern of average present subscriber set out. He would be more likely to be the voracious reader who can read on occasions a book a night and whose average could conservatively be put at 60 books, 40 of which would be on the subscription. Moreover on the double sub. he would borrow little but "Specials". On this basis a year's reading would cost him 25/10d. Such subscribers at present reserve regularly for the privilege of getting the latest book and their year's reading, for a much less efficient service, costs them more than £1 already. The position will be watched.

Diversion of Demand: However, it can be predicted that with the provision of good serious services on a free issue basis there will be a diversion of demand from the commercialisable range of reading. It was found at Lower Hutt that the average borrower paid less under the rental plus free issues system than he did as a subscriber; and this would be the case here. The total revenue, however, will be increased, at least after the first year, by the increased use of the library, in which the pay section substantially shares.

Raised Standards of Service & Greater Economy: The prime cause of the low standards of service in the library at present (granted that the low basic subscription should be retained) is that there is no provision to cope with the demand for new books, which is double and treble the demand for the same books when they are no longer new. The present reservation rules are a symptom rather than a cure for the excess of demand over supply. Even by reserving, subscribers have to wait so long for their books that they lose interest in them. In spite of arbitrarily treating reservations as "extras" and forbidding the reserving of popular fiction for three months, the library still has as many books on the reserve shelves as does Lower Hutt. (Lower Hutt has higher issues, more than double the membership and an effective reservation charge of 1d. against our present 4d.)

Reservation should not be necessary in order to give a supply of new popular books. It should be regarded simply as an added service to ensure that the borrower who occasionally wants a specific title should get it within a reasonable time - not, in my opinion, longer than a fortnight, unless the book is in genuinely short supply for reasons outside the control of the library. The proposed system would have the effect of holding the demand for new books at a point at which it would be worthwhile the library's meeting it fully by effective duplication. A low reserve charge is important for three reasons:--

(1) It is not the borrower's fault when the library is unable to supply what he wants,

(2) A low reservation fee (coupled with early reservation) gives a sensitive indicator to title popularity and hence to duplication requirements. At Lower Hutt an extra copy was purchased for every three reservations. (Here in the past for about 10 copies). Reservations for a title were cleaned up there in a very short time while there was always a good chance to pick up the most popular title on the shelves so that reservations for a popular title were far less than here. Excess duplication was later sold off as demand slackened, which would be done here. The library could afford to give the service and borrowers would be very happy about it.

(3) The library is put on its mettle in regard to the adequacy of supply. Here effective duplication is so costly for the return involved that it is not worthwhile.

At the same time the provision of serious general reading books here, though on a fragmentary basis compared with Wellington, Dunedin or Lower Hutt, has at the same time been in excess of demand. The reason, as we have seen, is that this is not the sort of book that those who pay for their reading usually want. Instead of giving an effective valuable public service which is widely used, the Library has been giving a patchy service which is relatively little used. It is hence quite uneconomic and there is little encouragement to develop it.

Costs: It is not proposed to increase the book fund for Lending Library Books (combining both Popular and Serious General Lending Services) over the amount allocated this year. The increased book fund asked in ^{the} section on Finance is for the development of Reference and Children's services only.

Staff costs will increase with increased issues, but, as the section on Staff and Salaries will reveal, very little is required for issue work - the big increase is again for Reference Services since here we need qualified people and are starting almost from scratch. Provision is made in the proposed classified salaries scale for a Head of Lending, but this position it is proposed to hold open for a while until the work increases enough to justify filling it.

Binding costs and such minor costs as stationery will go up with added issues - this is discussed later.

In general the aim in this report as far as the financing of adult services are concerned, is to develop reference services while exploiting more intensively the present income available for general lending services.

Timing & Publicity: The library could be prepared for the change-over by 1st April, 1952, on the present budget for Library Maintenance. The items, however, would have to be re-allocated especially as regards salaries and a budget adequate for 1951/52 approved in principle. (This has already been discussed with the Chairman of Finance who is happy about the budgetary proposals set out in the section on Finance).

The importance of added professional staff to prepare such a changeover lies in spending our book vote to the best advantage. An indenting scheme will have to be put into operation immediately and new routines to obviate the present haphazard selection policy and ensure adequate coverage of well-reviewed books started. This is impossible on present staffing.

Initial buying to ensure the success of the higher-priced Special collection in the Popular Library will be found out of next year's estimates, if approved. A minimum of 500 books by 1st April would be required but these can be purchased in March, the statements relating to the invoices not, in the normal way, coming due till April. To a lesser extent special buying of a similar nature would have to be done for other collections.

In publicising such a changeover care would need to be taken not to lead the public to expect what they would not get. This particularly applies to popular entertainment reading on a free issue basis.

It would not be hard to bump up the issues, since this can be done by increasing the proportion of light reading. This is not the policy advocated in this report. While making as much provision as hitherto for this sort of material it is proposed to look further ahead and to plan conservatively for a service of increasing value to the public, rather than for easy popularity.

VI CHILDREN'S SERVICE.

A report by Mrs. Hastings is appended. Mrs. Hastings has been acting as Children's Librarian here since January, 1949, without benefit of official classification. It is with regret that I have to report, as I have just learned since starting to write this section, that Mrs. Hastings has signified her intention to leave the Library at the end of this year. Her husband's father has died in Ireland, her husband is leaving in the New Year to take over his father's legal practice, and she of course must accompany him. Mrs. Hastings, though perhaps importunate in the manner in which she pressed her claims for recognition both of herself in regard to salary, and of needs of the Children's Library for a better book fund, was an extremely able librarian and it had been my intention to recommend that she be officially appointed Children's Librarian in January at the starting figure for this position in the proposed new classified scale that appears in the section on Staff and Salaries (viz. £540 - £570 - £600) Mrs. Hastings knows what is planned in regard to increased staffing and salaries, in relation to the unexpended balances of this years estimates, and realises that the proposals there have been too finely calculated to make further adjustment possible, but I should urge the Committee, if it can be done without prejudice to those plans, to consider some way in which they can show appreciation for her work. It is recommended that she be released from her agreement with the Council, since she has fully earned anything paid her at the School.

Under her the children's membership has risen from 3723 to 4,704, and the monthly average of issues from 3797 to 4966. She knows her books, she knows, warmly likes and is warmly liked by her young patrons. She gets along with her staff (one in the Children's Library, and one in the Schools Service) and manages the work in her two departments with great efficiency. And it will be seen in the comparative table of libraries salaries in the section on Staff and Salaries that she is in fact underpaid, that her claims were quite just even if they were also importunate. It must be remembered in this connexion that the Children's Libraries of the other cities do not have to organise school children to assist in the rush hours - a confusing task which she carries out superbly. Under the recently approved proposals to increase the responsibility of senior staff by delegation of some of the work previously done by the City Librarian, Mrs. Hastings was assigned responsibility for Children's and School Service directly under me. This was partly to free Mr. Stringleman to devote his whole time to the main library, but it would not have been done had I not complete confidence in Mrs. Hastings' administrative capacity. This confidence has been already rewarded, not only in her competent handling of her two departments, but also in her handling of the Beckenham experiment. Here she proved an excellent intermediary in negotiations with the Beckenham Committee, obtaining their co-operation and persuading them to do many things which involved extra effort at that time, but the results of which are gratifying them now, such as augmenting their committee, and learning new procedures.

NEW APPOINTMENT.

It will be necessary to replace Mrs. Hastings and, since there is no one on the staff with the necessary qualifications this means a new appointment. Owing to the fact that in the early New Year the bulk of the staff take their annual holidays it will be difficult to carry on, even for a few months, by internal rearrangement of staff, nor would it be wise to try to do so when an extra effort will be required to launch new library developments, should those proposed elsewhere in this report be approved. It is recommended that the position of Children's Librarian be among the first advertised, according to the figures set out in the classified scale. Though I havenot had time to survey the likely field of applicants it is believed that some good ones would be forthcoming.

CITY CHILDREN'S LIBRARY.

Given another good librarian it is clear that the main thing

this library needs is more books - the second, more binding. It should eventually reach 50% of the children in the area of effective circulation.

SUBURBAN CHILDREN'S SERVICES.

At the same time it appears desirable to develop children's services in the suburbs, provided the suburban libraries are willing to co-operate. Parents of my acquaintance have already told me of their anxieties about their children, who insist ^{on} coming into this library by tram or bus in the busy traffic of the late afternoon.

According to census figures there are approximately 21,500 children in the city between 4 and 15 years of age. Given free service an adequate book fund and sufficient service units, 8000 to 10,000 of these would use the public libraries of Christchurch.

The Beckenham experiment is therefore very important. Preliminary reports indicate that the response has amazed and delighted the Committee. Should it be the success it already promises to be it should be extended next year to all the libraries willing to try it. This could well be a subject high on the agenda at the already suggested conference between the City Council Committee and representatives of the Suburban Libraries.

The most economic procedure would appear to be to use the facilities for bulk distribution already provided in the Schools Service. Any such arrangement would be subject to approval by the Christchurch and Suburban Public Schools Library Association Committee, but it is likely they should agree provided (1) the supply of books was augmented to take the extra load without lessening the standards of selection available now to the schools, and (2) the extra work was not borne by the staff paid by them. C.L.S. might be willing to increase their present allocation for this purpose but it is preferable that the major burden here should be assumed by the City.

The present School Service would then be termed the Joint Schools and Suburban Children's Service. Its administration at this juncture should not cause any difficulties, but in order to obtain full co-ordination it would probably be desirable to hold, perhaps annually, a joint meeting of the Library Committee and the Committee of the Christchurch and Suburban Public Schools Library Association. Money made available by the City would be administered by the City Librarian, not by the Schools Association, and earmarked under a special heading in the estimates between:- Maintenance of Canterbury Public Library and Subsidies and Maintenance of Suburban Library Buildings, entitled: "Suburban Children's Service".

OTHER CITIES.

In Auckland the City provides children's library service mainly through its branch libraries, three of the biggest of these having a larger membership than the central Children's library, and it also provides Schools library service for the city schools without C.L.S. assistance. The same applies in Wellington although there the central Children's Library assumes the biggest load itself. Both Auckland and Wellington spend in the vicinity of £1,500 a year on books for their children's libraries, i.e. apart from their Schools services.

Dunedin maintains a central children's library plus one small depot at a Community Centre (Wakari). It spends about £1,000 a year on books. It provides the premises for a provincial wide schools service run by seconded staff from C.L.S. under the control of the City Librarian who uses this staff to help at times in his children's library. This scheme was originally started by the Otago Education Board, who still take a prominent part in its administration. A feature of the Otago Schools Service is a very efficient Schools Request and Reference Service run by a professionally qualified librarian seconded by C.L.S. This doubles the effectiveness of the service, since teachers wanting specific titles or special collections to assist with project work or for special groups of children, can get them tailor made to their needs. A similar

scheme should be worthwhile here, though it is not among the immediate proposals of this report - indeed it is mainly a matter for the Schools Committee.

In Christchurch the City Children's library has a book fund of £530 this year. The Suburban libraries spend little on children's books - some of them nothing at all, and the total children's membership of all the Christchurch Public Libraries is estimated at 4,930 (Dunedin 1949/50 - 8498.) For Schools service in Christchurch, the City provides the premises and part of the time of its (Acting) Children's Librarian, who is its main executive; while C.L.S. supply the bulk of the stock. This amounts to a permanently replenished loan of 3000 books. It is not limited to the city schools but covers the metropolitan area.

It is recommended that:

- i. The expenditure on Children's service books be at the rate of £1,500 a year for city and suburban libraries.
- ii. That a special book vote next year of £500 be made partly as initial expenditure for suburban stock and partly to build up the stock of the City Children's Library, which is in shocking physical state, and insufficient in number of volumes.
- iii. That a further junior assistant be appointed to work in both the Children's Library and the joint Schools and Suburban service.

On this basis, and provided the Suburban Libraries respond as it is confidently expected they will, Christchurch can soon have a very good children's service.

VII STAFF AND SALARIES.

Administratively, the key to the undeveloped state of Canterbury Public Library compared with the other main city public libraries and as shown in the graphs in the appendix, is to be found in two things; terms of service and qualified staff. It is possible to develop the stock of the library without attention to terms of service - Wellington Public did it until last month, but it was paddling against the stream of demand, as we have seen. We have discussed terms of service and indicated the staffing needs for developing reference work. Here we must consider the present staff, their salaries, and their prospects so as to bring them into relation with the suggested developments. It will be seen that this depends mainly on the establishment of a salaries and classification plan.

The present staff number twelve (12), plus the cleaner, Mr. Columbus. Here are particulars:-

NAME	YEARS OF SERVICE	SHIFT WORK ("S")	OCCUPATION	SALARY
1. O'Reilly, R.N. Dip. N.Z.L.S., M.A.	-		City Librarian	£750. & house.
2. Stringleman, J. Cert. N.Z.L.S., S.C.	13		Deputy	£575.
3. Hastings, Mrs. B., S.C. Cert., N.Z.L.S. <u>Senior Assistants.</u>			Acting Children's Librarian	£379.10. 0.
4. Beatson, Miss M. Gen. Training Cert., N.Z.L.A. S.C.	5 - 6	S	Act. Cataloguer and head of reference	£345. 0. 0.

NAME	YEARS OF SERVICE	SHIFT WORK ("S")	OCCUPATION	SALARY.
5. Collie, Miss B. S.C.	5 - 6	acting	S. head of circulation staff	£345
6. Hamilton, Miss V.	5 - 6		S. desk, typing.	£345
7. Bunt, Miss L. S.C.	5		S. periodicals, interloan	£345
<u>Junior Assistants.</u>				
8. Fiebig, Miss H. S.C.	2 - 3		S. desk, overdues	£327.15. 0.
9. Hill, Miss A. Matric.	2		S. desk, reserves	£293. 5. 0.
10. Manning, Miss M.	2		S. Children's Lib, assistant	£258.15. 0.
11. Taigel, Miss J.	5 months		S. desk, mail	£218.10. 0.
12. West, Miss M.	6 months		S. " "	£218.10. 0.

The following member works on Schools Service and is paid by the Christchurch and Suburban Public Schools Library Association:-

Toohill, Miss D. S.C.	4 months			£156.
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Miss Toohill desires to be taken onto the library staff proper.

QUALIFICATIONS AND TRAINING OF PRESENT STAFF.

General Training Certificate, N.Z.L.A.

The old course which Miss Beatson finished this month was purely a correspondence course. The new course utilises the facilities of the N.Z. Library School so that those who complete satisfactorily a certain revamped correspondence course are given a six weeks course at the School, at the end of which normally they should have the Certificate. Misses Collie, Fiebig and Hill are on the new course, Miss Collie having finished the correspondence part of it, so that she is due to go to the school for six weeks from 14th January to 21st February, 1952 (Travelling expenses and living expenses on a moderate but sufficient scale are paid). Of the remaining staff without special qualifications only Miss Bunt has the School Certificate which is a pre-requisite for the G.T.C. Miss Taigel has taken advantage of the Council's scheme to defray up to one term's fees at a commercial school to learn the elements of typing, and is now taking four hours per week at Digbys. Miss West who would be eligible for this had had a term at Digby's. Miss Digby reports her "unteachable" and declines to have her as a student. It is not proposed to send her to another school.

All the staff (except Mr. Stringleman) do desk work, either at the main circulating desk, or, as in the case of Mrs. Hastings and Miss Manning, in the Children's Library. (Miss Manning also assists at the main desk on her night shift periods). The work behind the scenes is mainly done by the seniors, though the more elementary non-professional work such as pasting is done more by juniors. Miss West who is not satisfactory at the desk is being tried on such work (collectively called processing). However, since all the staff except the Deputy are required to man the shift system, it is not possible, at this juncture, to reorganise the work so that she should take over all processing, and leave desk work altogether. The desk staff would have to be augmented to do this.

NATURE AND VARIETY OF LIBRARY WORK.

The work done in any library may be professional, or routine, and in this library many of the staff do something of each. Professional library work is of three kinds: Administrative, technical and work with public. Here are some of the main duties which fall under these three headings:-

P R O F E S S I O N A L.

ADMINISTRATIVE

Directing approved library policy as Executive of Library Committee
Supervising work of Assts.
Planning accommodation, equipment, controlling stores,
Preparing library estimates
Controlling library expenditure covered by approved estimates,
Accounting for cash,
Reporting to Committee,
Assisting to co-ordinate library policy with other Council policy,
Maintaining relations with library suppliers, (book-sellers, binders, etc.)
Maintaining relations with other libraries and the N.Z.L.A.,
Publicity and public relations

TECHNICAL

Evaluating, selecting and ordering of books, periodicals, pamphlets, pictures, cine film, music, gram. records, maps etc.
Building book collections, checking, bibliographies, filling gaps in stock, supervising the library's accessions, classifying, cataloguing, indexing, assembling, pamphlet, information, picture etc. files,
Maintaining the accuracy, of filing systems,
Maintaining the systematic arrangement and tidiness of books on the shelves,
Determining routines,
Weeding and disposal of dead stock,
Maintaining physical condition of the stock, arranging for its mending, binding etc.

WORK WITH PUBLIC.

Reference work,
Research work,
Readers guidance and assistance,
Display and presentation of stock,
Poster work,
Preparation of selected graded, classified or annotated lists and bibliographies,
Book talks,
Story reading to children.

Routine work may be divided as follows:-

R O U T I N E.

CLERICAL WORK

Charging and discharging books (the main nonprofessional desk work)
Filing book etc. issue cards, catalogue cards, index cards
reservation and interloan cards,
book order slips,
information material etc.
book jackets.
Typing (or writing out)
Correspondence,
bibliographies and lists,
extra catalogue cards,
book etc. issue cards,
book etc. orders,
interloan records,
overdue notices,
reservation records
requisitions.
Recording accessions,
Taking inventories,
Keeping statistical records,
Checking books etc. on return for physical deterioration,
Checking incoming magazines and books etc. from binder,
Checking order slips for publisher, price, etc.
Cashier duties,
Mail.

GENERAL WORK.

Shelving books etc.
Processing books
(pasting in book pockets, date due slips, inscribing classification etc. marks, on backs of books, stamping books etc.)
Mending and cleaning books etc.
Mounting of clippings, pictures etc.
Packing and unpacking book hampers parcels etc.
Messenger work,
Library "housekeeping". (i.e. dusting arranging chairs etc.).
Cleaning and custodian work.

PROFESSIONAL WORK AND QUALIFICATIONS.

Professional work requires special training which cannot be satisfactorily given within the library itself (though certain of the very large American libraries e.g. the Enoch Pratt Library, Baltimore, runs its own Library School). In New Zealand this is attempted in two ways, - with people with a university education and with library assistants who have shown superior ability in their work.

(a) The Diploma Course at the N.Z. Library School available only to university graduates. Though few of these have had previous library training the recognition of this post-graduate course has ensured the influx into librarianship of people with a background of higher education. Since the building of special collections and expert reference works depends on knowledge different in kind, but at the level of that required for teachers of advanced subjects, this is very important. It is very easy for a public library dealing largely with people with little education, to foist off inferior works on them and in fact to offer charlatan services. Moreover, other things equal, those with higher education are more fitted for the exacting and complex administration work of a large library.

(b)(i) Certificate Course N.Z. Library School. This gives training at the Library School, at the Diploma level, to those who have shown themselves outstanding in library work. It was said above that "other things equal" those with higher educational qualifications were best, but it is common knowledge that "other things" are frequently not equal, and many outstanding N.Z. professional librarians are in fact those who have "risen from the ranks". For many jobs a Certificate holder is the equal (or better) than a Diploma holder.

(ii) General Training Certificate, N.Z. Library Association. This course, explained above, is mainly by correspondence over several years, with now a short course at Library School to complete. This fits library assistants with a minimum education at the School Certificate level for a substantial amount of professional work, and, though the new scheme is only beginning, it is expected that outstanding G.T.C. students will be admitted to the Certificate course of the Library School itself (b, i, above).

DESK WORK AND WORK WITH PUBLIC.

Routine work requires no training other than that which a person of average capacity and reasonable keenness can acquire on the job. Desk work requires accuracy and manual dexterity together with a good manner with the public, but no high level of education is necessary. It is often identified by the public with library work as a whole. The tone and efficiency of the desk staff counts more for a library's public relations than a great deal of expensive publicity. At the same time it is necessary by having extra tables or desks in different parts of the library, manned by subject specialists to acquaint the public that the library has functions other than those concerned with issuing entertainment reading. Each of Dunedin's subject "rooms" has such a specialist at a prominently placed desk. The Dunedin public know that it is to these rather than to the girls at the issues counter to which they should direct their questions. The girls at the counter also know that any question that requires a knowledge of subject stock should be referred to one of these desks. At Canterbury Public Library at present nearly all the public's questions come to the girls at the counter who are mainly juniors often without School Certificate.

OTHER ROUTINES.

Filing and shelving, checking reservation and overdue work is largely done by the counter staff whose issue work tends to be concentrated at certain times of the day and certain days of the week. Routines connected with the ordering, accessioning, cataloging, & processing of stock are here also done by staff also involved on counter work, but lend themselves rather to staff working regular office hours. It is a source of inefficiency here that so much work that requires uninterrupted attention of one person is done in fits and starts by several persons.

STAFFING REQUIREMENTS.

To carry through the programme proposed in this report, additional staff is required, and also certain salary increases. Some of these requirements fall in the present financial year, but the unspent balance of the approved estimates will cover the position (a revamped budget for the 2nd half year of 1951-52 will be found in the Section on Finance).

The major requirements are (1) professional staff for the launching of the expert reference services described above, and including a new Children's Librarian, necessitated by Mrs. Hasting's departure at the end of December. (2) routine clerical staff to facilitate the added work in preparing new books for the shelves (the position in this respect is very bad at the moment and would grow much worse if the proposed expansion is approved). (3) a Secretary-typiste-cashier to facilitate administration. (4) a new junior (routine clerical work) in the Children's Department to assist also in the proposed joint Schools and Suburban Children's room. (5) Only one new appointment is asked for counter staff, since the present staff, if freed from some of the behind scenes book preparations work, could cope with a fair expansion in this work. However, the counter work (shift) and the book preparation work (non-shift) will be reallocated when new junior staff is appointed, and extra provision for casual counter staff is also sought.

Staff.

The following table sets out the precise requirements under the heads discussed above, with times of starting and proposed designations:-

<u>Kind of Staff</u>	<u>DESIGNATION.</u>		<u>Commencing dates</u>	<u>Shift Work</u> ("S")	<u>Incumbent or proposed appointee</u>
	<u>Present Staff</u>	<u>New Staff</u>			
<u>Administrative:</u>					
1. Professional	City Librarian			-	Mr. O'Reilly
2.	Deputy			-	Mr. Stringleman
3. Clerical		Secretary- Typiste-Cashier.	1.1.52.		
<u>Technical and Work with Public.</u>					
4. Professional		Head of Reference.	1.1.52.	S.)also specialist)in technical sub-)jects.
5.		Head of Lending.	1.1.53.	S.)also specialist)in general books.
6.		Children's Librarian	1.1.52.		(Mrs. Hastings,) acting.)
7.		Subject Specialist(1)	1.1.52.	S.)specialist in)literature, music)and fine arts.
8.		(2)	1.4.52.	S.)specialist in)social sciences.
9.	Cataloguer		1.1.52.)Miss Beatson(on)promotion).
10.	1st Assist. qualified		1.3.52.	S.)Miss Collie (on) promotion).
<u>- Routine, Clerical.</u>					
11.	1st Assist. unqualified.		1.4.52.	S.)Miss Hamilton (on) promotion).

<u>Kind of Staff</u>	<u>Present Staff</u>	<u>New Staff</u>	<u>Commencing dates</u>	<u>Shift Work.</u> ("S")	<u>Incumbent or proposed appointee</u>
12.	Counter Assts.(1)			S.	Miss Bunt
13.		(2)		S.	Miss Fiebig
14.		(3)		S.	Miss Hill
15.		(4)		S.	Miss Taigel
16.		(5)	1.4.52.	S.	Miss Toohill (from Schools)
17.	Children's Assistant	(1)			Miss Manning
18.		Children's suburban Asst.	1.4.52.		
19.		Accessions & orders Asst.	3.12.51.		Miss Andrews
<u>Routine, General.</u>					
20.	Processing Assistant.				Miss West.

Timing of New Appointments.

The points considered are:-

(1) Priority to staff who can make a beginning of reference services and assist to prepare the library for new tasks.

(2) Budgetary limitations as to the amount that can be found for new staff and salary increases out of the unspent balances of this year's estimates.

(3) Knowledge of particularly suitable candidates available now, but later probably not available.

Priorities and Suitable Candidates.

The most urgent appointment, (for which a man is wanted) is that of Head of Reference. I have in mind Mr. D.L. Jenkins at present third on the staff of the Canterbury College Library (next after the Librarian and Deputy). Mr. Jenkins is an excellent librarian who narrowly missed appointment recently as Librarian, Massey College. He is one of the few librarians in the country with qualifications to develop technical and commercial services. He has at present a salary of £621 on a scale that would take him to £680 and is not happy in his present position where he is allowed little initiative. He holds a Diploma of the N.Z. Library School, and is also B.Sc., A.O.S.M. It is not suggested that Mr. Jenkins be offered the job which should be advertised, but as far as possible, it is preferred to try to find a really suitable candidate before a job is advertised, and I have ascertained that Mr. Jenkins is interested.

Head of Lending.

This is another important position for which a man would generally be preferable, but in which some of the exceptionally gifted women, to be found in a profession where women predominate, would also be acceptable. I have such a woman in mind, but do not propose that she should be appointed direct to this job, partly to see how she shapes in this library, and partly because should the recommendations concerning changes in terms of membership for lending services be approved, I should supervise the change over directly myself. The position would entail control of the desk staff and direct work with the public as subject specialist in fiction and general literature. It is thus an exacting position and requires some one with a flair for working with people and one thoroughly conversant with the literary field

concerned. Such a person is Miss Helen Fenwick (Diploma, N.Z. Library School) who is at present Librarian, Taumarunui Public Library. Miss Fenwick, who is the daughter of a prominent doctor, is a cultivated and much travelled woman, in her thirties. She went to Taumarunui on a low salary (now about £460 perhaps) for experience after leaving Library School. She has done an outstanding job, but definitely intends to leave at the end of this year, since there is little more she can do of a developmental kind in so small a centre. I am not certain that we could get her since she would prefer a job in Auckland where her parents are, but I wrote to her in an exploratory way some time ago and she is interested, if we can get her first. Miss Collie, in the meantime, superintends the desk work and is a competent girl who should complete her General Training Certificate in February, but has not the background to carry the subject specialist side of the work, or to develop the lending services on balanced lines. It is proposed to promote Miss Collie to a new classified position of First Assistant when she finishes her course. Miss Collie intends to go to England later next year and this may be the opportune time to fill the position of Head of Lending. But it should in any case be filled by January, 1953.

Subject Specialist in Fine Arts, Music & Literature. This is the position I have in mind for Miss Fenwick to start on. In this position she could assist the Head of Reference to develop reference services while also assisting in the preparation of the Lending Department and also be gaining experience of the library (and the Library of her) with the Head of Lending in mind. Another consideration is not to strain this year's finances by appointing her immediately to the higher job. It is recommended that the positions of Head of Reference and one of the Subject Specialist positions be advertised immediately, when I should personally write to Miss Fenwick to enlist her candidature.

Subject Specialist in Social Sciences. This could be held over till April for budgetary reasons and because, though three suitable candidates are already offering, all with Library School qualifications, I am not as sure as I am in the case of Mr. Jenkins or Miss Fenwick that they are the best likely to apply. Furthermore the most experienced of the three is already in a job which she has no pressing reason to leave.

Children's Librarian. As I was only acquainted with Mrs. Hasting's departure the day before writing this, there has not been a chance to survey the field for suitable candidates, but there are some excellent people in this work known to me, including members of the Schools Division of National Library Service. Because of staff holidays in the first quarter of next year, it will be difficult to carry on by re-arrangement of the work of the present staff. An early advertisement and a January, 1952, starting date is recommended.

Cataloguer. Miss Margaret Beatson, who finished her General Training Course this month, should be appointed to this on promotion as soon as the proposed classified position is created. Miss Beatson is doing our cataloguing now and is most competent.

First Assistant (Qualified.) As said above this proposed position is the appropriate one for Miss Collie, when she qualifies, on promotion. It would be desirable, for reasons of developing good prospects for unclassified staff, that this classified position should generally be reserved for internal promotion from the unclassified staff and one of the inducements for them to obtain their General Training Certificate. This should promote stability. If Miss Collie leaves the position might well be held open for either Miss Hill or Miss Fiebig, who hope to qualify by 1953 (or Miss Collie on her return.)

Secretary-Typist-Cashier. This proposed new position is urgent and the appropriate salary scale appears to be that of Grade 2, Female in the City's Clerical Agreement, with promotion later, at the Committee's discretion, to Grade 1. The appointee to be fitted in, according to experience.

The duties would be varied and would include card-typing, which is not liked by most typists, but on which internal efficiency in a library depends. The cashier duties would occupy about an hour each morning. (They are at present done by Mr. Stringleman, Deputy Librarian, and consume too much of his valuable time.) There would also be ledger work, which has not been done before in the library, but which is necessary to keep a more exact and up to the minute account of itemised library expenditure, which often requires to be more detailed than that which suffices the City Treasurer. Finally there is the large daily need for a secretary and secretarial typing and filing, the absence of which is perhaps the only important frustration in my own work at the moment.

A Miss Marion Haslett has been recommended to me by Miss Robinson of the Vocational Guidance Office. Miss Haslett has worked for five years in a stockbroker's office and is by all accounts extremely reliable and efficient - quite one of the firm. But, having some cultural background, she is unhappy in an atmosphere of "nothing but money" and is seeking another position. It is recommended that the position be advertised immediately, when I shall have the opening brought to her notice. Present salary: £377.

First Assistant (Unqualified.) Among our present staff we have several girls without the prerequisites for the General Training Course, but who are good workers and suitable for advancement. Of these Miss V. Hamilton is on the maximum of the unqualified scale (£345). It would be in the interests of stability to create a position of Head (Unqualified) Assistant, which could be filled whenever there was a suitable girl available and the appropriate scale for this would be

viz. Grade 2 Female of the Classified Clerical Scale. It is recommended that such a position be created and Miss V. Hamilton appointed to it, on promotion, next April.

New Junior Staff. Of the three new positions, only one is asked for immediately. Several girls seeking jobs at the end of this School year have applied to me and the best qualified of them is, without doubt, Miss Alexa Andrews. Mr. Bell nearly appointed her in June, but as she was a candidate for Higher School Certificate it was then decided to hold the appointment over till the end of the year.

The Headmaster of Rangiora High School writes:

" I would like to give her the highest possible recommendation. She is a capable student, as well as being sound and reliable in every way. As Head Prefect she has carried out her onerous duties in a highly commendable way. She is unable to become a full-time Varsity student owing to lack of finances (Her father being a war pensioner from World War I.) She has a high I.Q. (over 130), gained School Certificate in three years and University Entrance in four and will get her Higher School Certificate this year. Her work in English has always been of a high standard. This year she is editor of the School Magazine and Head Librarian." She is also highly recommended by Miss Robinson.

I have arranged with the Town Clerk to appoint Miss Andrews to the staff as soon after leaving school as she is prepared to start. The salary (for the holder of University Entrance) appears to be that of the third year of the unclassified clerical scale. Miss Andrews would be encouraged to attend University part time and, upon getting a degree, to go on to Library School for the Diploma course. If she does this her future would appear to be assured.

(Qualified librarians are largely interchangeable, indeed, are better for experience in more than one library. Therefore we need not worry lest, after qualifying at the School, some of our staff go on to other jobs: they all help to swell the pool of professionals. As a rule, however, no payment should be made to staff attending Library School.)

Miss Toohill, at present paid by the Christchurch and Suburban Public Schools Library Association, wishes to be taken on to the main staff. She is a good worker, with School Certificate, and intends to take the General Training Course next year. Had Miss Toohill started on the main staff with School Certificate she would be on the 2nd year of the scale. With her experience of the library, and in order to give her seniority over new appointees also with School Certificate, it is proposed to appoint on the 3rd year of the scale. To avoid giving her seniority over Miss Taigel it is recommended her appointment take effect on 17th April.

The third new junior should also start in April if a suitable applicant, preferably with both School Certificate and some training in typing, can be found. Miss Robinson would keep her eyes open for some good person with such qualifications.

Building Staff. Mr. Columbus at present is a "General" or utility man, who cleans the library and attends to the grounds. The Committee has already approved of part-time cleaning assistance for Mr. Columbus, but, in the meantime, the whole problem has been surveyed by the Custodian of the City Council Chambers, Mr. Matherson. Mr. Matherson's report to the Town Clerk is appended and it is recommended that it be implemented.

Comparison of Libraries Salaries. The salaries paid at the library are among the lowest of any New Zealand public library. This is readily seen from the following table which sets out salaries and staffing details in the other main cities in 1949/50, i.e. before the operation of the General Wage Increase of 15%, against the present position in this Library:--

	<u>Auckland.</u>	1949/50. <u>Wellington.</u>	<u>Dunedin.</u>	1951/52. <u>Christchurch</u>
Total staff	80 f.t.	54 ft. & 14 p.t.	17 f.t. & 10 temp.	12 f.t. & (plus 2 p.t. Sub. volunteers.)
Central Library only -	34	38 f.t. & 12 p.t.	" "	12 f.t. & 2 p.t.
Total Salaries	£30,028	£21,406	£10,419	£5,600
Central only	£14,914	£12,997	"	£5,193
Chief Librarian	£985 + free house	£1060	£700	£750 + free house.
Deputy "	£685	£695	£561	£575
Reference "	£610	£564	£426	--
Children's "	£510	£413	£426	£375 (Acting)
Cataloguer	£490- 535.	£483	£486	£346 (")
Head of Lending	£610	£471	£426	£346 "
Branch Librarians	£435 -490	£323- 463	--	--
Leys Institute -	£825 + free house.			(Dunedin)
Senior Assistant	£515	(Commercial Rm. £538 New Zealand " £378 Stock Control £463 Relg. Brch. Libn. £513)	Subject Spec. £366.	
General Assts.	£205- 490	£184- 438.	£206 -286	£190- 345.
" " (No.)	53	40	10	7

It must also be remembered that Auckland, Wellington and Dunedin have been built up consistently over many decades and have been able to fill their top positions by promotion to a considerable extent. If we wish to recruit new professional staff, we must also consider ruling rates offered in the Universities and the Government, which have between them taken the bulk of the output of the Library School (though municipal libraries are now entering the market - half of last year's class going to public libraries.) The University

and Government scales to some extent are the same, but the Government is at the moment in the lead as far as payment for extra qualifications are concerned and their scale has extra steps. The Universities at the moment are trying to catch up, while in the civil service the position is still not regarded as satisfactory, National Library Service being endemically understaffed.

Current University & Government Scales:

Step.	University:		Government Clerical Div. (Class VI).	
	<u>Qualification.</u>	<u>Salary.</u>	<u>Qualification.</u>	<u>Salary.</u>
1.	Below S.C.	-	Below S.C.	£195.10.0
2.	S.C.	£230		£230
3.	U.E.	£264.10		£264.10.0
4.		£299		£299
5.	Min. B.A., B. Sc. (etc)	£333.10		£333.10.0
6.	Min. M.A., M. Sc. (etc) Max., no degree	- £385. 5		£385. 5.
7.		£419.15.	Min. B.A., B. Sc. (etc)	£419.15.
8.		£448.10	Min. M.A., M. Sc. (etc) or Dip. L. S. + B.A.	- £448.10
9.		£477. 5	Min. M.A. etc. + Dip. L. S.	- £477. 5.
10.			Max. G.T.C., Cert. L. S.	£529.
11.			Max. Dip. L. S.	£557.15.

Library School Diploma on the University Scale is recognised by an extra step in the scale.

Both University and Government have, of course, further scales into which they fit designated higher positions. It is understood, however, that this month, retrospective to April, the Government scale has gone up, the first step now being £210, the last £575.

The position with regard to the professional library employment at present is extremely fluid and is likely to remain so for some years. Library services generally are similar to electric reticulation - once the supply is available demand steps up from zero to a point beyond the capacity of the production units. The 120 odd graduates of the Library School from 1946 to 1950, so far from having difficulty in fitting in, have made it possible for the first time to develop new services and further developments, particularly in Country Library Service, are held up by staff shortages. It will be appreciated, therefore, that much better salaries will have to be paid here. This applies first of all to the Deputy, Mr. Stringleman. My own salary I shall be content with for a year, at the end of which, when the Committee has had a chance to evaluate my work, they might consider raising it. A new figure, in alignment with the other proposed salaries, is therefore respectfully included.

The best approach would seem to be a new classified scale for professional positions and added use of the existing Clerical Agreement Scales (with some extra provisions) to stabilise the present staff in the new framework.

Proposed Classified Scale
Canterbury Public Library

Abbreviations:

- Dip. L.S. = Diploma, N.Z. Library School (Includes University Degree).
 Cert. L.S. = Certificate, N.Z. Library School.
 G.T.C. = General Training Certificate, N.Z. Library Association.
 F.L.A. = Fellow of the Library Association (Gt. Britain)
 A.L.A. = Associate of the Library Association.
 Univ. deg. = Degree of B.A., or B.Sc. (or higher) or equivalent examination qualification in a special field where this is appropriate for a particular position. The degree (etc.) may be that of the N.Z. University or its equivalent from an overseas university of standing.

- Status of Qualifications:
1. Dip. L.S. (highest)
 2. Cert. L.S.
 3. G.T.C. (lowest)

- Equivalents:
- | | | |
|-------------------------|---|------------|
| Cert. L.S. + Univ. Deg. | = | Dip. L.S. |
| F.L.A. | = | Cert. L.S. |
| A.L.A. | = | G.T.C. |

The holding of the degree, diploma, certificate of an overseas Library School may be the equivalent of the Dip. L.S., Cert. L.S. or G.T.C., depending on the prerequisites required, the length of the course and the standing of the School.

General Equivalent of any specified qualification is outstanding service in a position of the kind for which the N.Z.L.A. recommends that qualification.

PROFESSIONAL POSITIONS -

<u>Designation</u>	<u>Minimum Qualification.</u>	<u>Salary Range.</u>
City Librarian	Dip. L.S.	£900 - ? (+ free house or £2 p.w.)
Deputy Librarian	Cert. L.S.	£720 - £760 - £790 - £820
Head of Reference	Dip. L.S. (i)	£630 - £660 - £680 - £700
Head of Lending	Cert. L.S.	£600 - £630 - £660.
Children's Librarian	Cert. L.S.	£540 - £570 - £600 - £630
Subject Specialist	Dip. L.S. or Cert. L.S. + exam. qualification on subj.	£475 - £500 - £540 - £570

(i) Here a university degree is important, even though it is not so important for Deputy, who needs to be an all-round man, good with staff.

Cataloguer	--	{ Cert. L.S. £540 - £570 - £600 - £630 { G.T.C. £450 - £475 - £500.
{ First Assistant - { (qualified)	{ Cert L.S. { G.T.C.	{ £500 - £540 - £570 { £450 - £475 - £500
((On promotion only)		
Minimum Salary, Library School Graduate)	{ Dip. L.S. { Cert. L.S.	{ £475 { £450

The above scale is an adaptation of the N.Z.L.A. Scale of April, 1950, including also the general increase of 15%. The population group followed is that appropriate to Dunedin, rather than to Auckland or Wellington. This is explained elsewhere. Were the scale of our operations later to become commensurate with the Auckland or Wellington the whole thing would need to be revised, but that is fairly remote. Should there be any increase in the scales of the Council's Clerical Agreement, where these, as set out below, apply to library staff, the above professional scale should be automatically revised. Revision should also be considered where competitive scales, or the N.Z.L.A. scales are revised.

Clerical Positions:

The present Clerical Agreement sets out the following scales, applicable now, or proposed to be applicable in future, to the library staff. (The figures include 15% increases).

Classified Positions. Females *

Grade 1	£432.8 - £449.13 - £466.18 - £483
Grade 2.	£358.16 - £374.18 - £403.13

Unclassified Positions

1st. year	£189.15	4th yr.	£293. 5
2nd "	£218.10	5th yr.	£327.15
3rd "	£258.15	6th yr.	£345.

Proposed New Positions & Minimum Salaries:

Minimum, holder of G.T.C.

Grade 2, with promotion to Grade 1 at Committee's discretion.

Secretary-Typist-Cashier

Grade 1 or 2 (if Grade 2 with promotion to G.1, at Cttee's discretion) according to qualifications & experience.

First Assistant (Unqualified.) (On promotion only)

Grade 2.

* There is no reason why we should not also obtain male clerical staff, when the Council's Male Classified Clerical Scales would apply.

Other Assistants

Unclassified Scale.

The agreement provides for certain minimums in respect of the unclassified positions:--

Age 21 or upwards

Minimum wage (at present £250. 9. 4)

Not less than 19

2nd year.

Qualifications at least equivalent to -

Senior Government Shorthand-typist's Examination,

2nd year.

School Certificate

2nd year.

University Entrance

3rd year.

In addition to the above provisions, it is recommended that the Committee should provide, as incentives for the staff to better their education and obtain the prerequisites for professional training courses, or to qualify as typists, the following:

Assistants gaining, as a result of courses started or incomplete at time of appointment, the following examinations -

School Certificate
Senior Government Short-
hand-typist exam. }

1st - 5th year, Unclassified:-
Promotion to salary for
next year of scale.

University Entrance

1st - 5th year, Unclassified:-
Promotion to salary for
next year of scale.
6th year, Unclassified:
To Grade 2 at Committee's
discretion.

B.A., B.Sc., or approved
equivalent

Grade 2, with promotion, at
Committee's discretion to
Grade 1. If on 1st or 2nd
step of G.2, promotion to next
step.

M.A., M.Sc. or approved
equivalent

Promotion, on 1st or 2nd step
of Grade 2 to next step; 3rd
step, promotion at Committee's
discretion to Grade 1; if on
1st - 3rd step of G.1, pro-
motion to next step.

Provided that (1) should the Council defray the expenses of any course leading to an assistant's gaining such qualification the above provisions need not apply, (2) should, in the opinion of the City Librarian, an assistant be insufficiently competent for higher duties, or an assistant's studies interfere with her library work, and, after warning, persist in interfering, the above provisions shall not apply.

The incentive provisions are asked with the future in mind. No budgetary load will result with regard to present studies by any assistant.

Shift Allowance.

In addition it is recommended, following Wellington, that there should be a shift allowance of 10/- a week, applying to both professional and nonprofessional work.

Effects of proposed scale.

The intention is --

1. To induce suitable professionally trained persons to apply for the positions so urgently needed;
2. To give better prospects for the present staff, qualified and unqualified.
3. To induce as many of the present staff, and new junior staff to be employed in future, to qualify themselves.

The scale compares reasonably with competitive scales elsewhere and should be sufficient, cost of living changes and competitive scales, apart to enable the library to hold its own, without extravagance and in alignment with other Council salaries.

It will be noted that there are several bars at convenient levels to control the promotion of staff recruited at the junior level provided by the adoption of the classified as well as the unclassified clerical scale (which alone has applied before). This gives an automatic bar to staff without library or higher educational qualifications at the 6th year of the unclassified scale, but provides for one unqualified person to pass on to Grade 2; while those with University Entrance may also pass on to Grade 2 at the committee's discretion. Similarly with each higher educational qualification, while the professional classified positions available only to those with specific library qualifications, are within reach of ambitious juniors who care to qualify and who should be able by regular promotion to reach the highest positions. At the same time the position that sometimes arises of good students who are poor workers, or who let study impair their working efficiency, is safeguarded. For while a good assistant is a better assistant for general and professional education and training we know that many people with good general or professional education are not good assistants.

In general it is not proposed to employ those without either School Certificate (or training in typing) and applicants for junior positions with higher educational qualifications will usually be preferred. Time-off to attend lectures will be arranged providing the assistants make up the time. Staff preparing themselves for specific library qualifications would be assigned to understudy members of the professional staff.

Date of Application.

It is proposed for budgetary reasons that the proposed scale should apply as from 1st January, 1952.

Application of Scale.

Applying the scale to present and proposed staff we have the following increases:--

<u>Designation</u>	<u>Incumbent</u>	<u>Qualifications</u>	<u>Salary</u> <u>1952.</u>	<u>Increase</u>
1. City Librarian	Mr. O'Reilly	Dip. L.S., M.A.	£900	£150
2. Deputy	Mr. Stringleman	Cert. L.S.	£720	£145
3. Head of Reference	New Appointee	Dip. L.S.	£630	£130
4. Head of Lending (1953)	" "	Dip. or Cert. L.S.	(£600 1953)	£600
5. Child Librarian	" "	" " "	£540	£160.10.0.
6. Subject Specialists	" "	Dip. L.S.	£475	£475

<u>Designation</u>	<u>Encumbent</u>	<u>Qualifications</u>	<u>Salary</u> <u>1952</u>	<u>Increase</u>
7. Subject Specialists (2)	New appointee	Dip. L.S.	£475	£475
8. Cataloguer	Miss Beatson	G.T.C.	£450	£105
9. 1st Assistant(qual.)	Miss Collie	G.T.C. (on completion)	£450	£105
10. Secretary-typiste- cashier.	New appointee	?	£358.16.0.	£358.16.0.
11. 1st Assistant (unqualified)	Miss Hamilton	-	£358.16.0.	£13.16.0.
12. Assistants (1)	Miss Bunt	S.C.	£345	-
13. (2)	Miss Fiebig	S.C.(5th to 6th year)	£345	£17. 5. 0.
14. (3)	Miss Hill	S.C. (4th yr. to 5th yr.)	£327.15. 0.	£34.10. 0.
15. (4)	Miss Manning	- (4th year to 3rd yr.)	£293. 5. 0.	£34.10. 0.
16. (5)	Miss West	- (3rd yr. to 2nd yr.)	£258.15. 0.	£40. 5. p
17. (6)	Miss Taigel	- (3rd yr. to 2nd yr.)	£258.15. 0.	£40. 5. 0.
18. (7)	Miss Toohill (from Schools)	S.C. (3rd)	£258.15. 0.	£258.15. 0.
19. (8)	Miss Andrews	Univ. Entrance (3rd)	£258.15. 0.	£258.15. 0.
20. (9)	New Appointee	S.C. or Senior Govt. (2nd)	£218.10. 0.	£218.10. 0.

Budgetary Load.

The approximate load in the present and next financial years is calculated in detail below and summarised in the section on finance.

<u>Designation</u>	<u>Date of application</u>	<u>Salary as at 30.11.51.</u>	<u>Salary as at 1.1.52</u>	<u>Salary as at 1.1.53.</u>	<u>Load Increase 1951/52</u>	<u>Load Total 1952/53</u>
1. City Librarian	1. 9. 52	£750	£750	£900	-	£825
2. Deputy	1. 1. 52	£575	£720	£760	£36	£730
3. Head of Ref.	1. 1. 52	-	£630	£660	£158	£638*
4. Head of Lending	1. 1. 53	-	-	£600	-	£150*
5. Children's Librarian	1.1. 52.	£375	£540	£580	£40	£550
6. Sub. Spec. (1)	1. 1. 52	-	£475	£500	£119	£481*
7. (2)	1. 4. 52	-	-	£475	-	£475*
8. Cataloguer	1. 1. 52	£345	£450	£475	£26	£456
9. 1st Asst. (qualified)	1. 3. 52	£345	£345	£450	£9	£452*
10. Secy.-Typ.-Cash.	1. 1. 52	-	£359	£375	£90	£365
11. 1st Asst. (unqualified)	1. 4. 52	£345	£345	£376	-	£376*
12. Assistants (1)	-	£345	£345	£345	-	£345*
13. " (2)	3. 8. 52	£328	£345	£345	-	£340*
14. " (3)	16. 7. 52	£293	£328	£328	-	£319*
15. " (4)	17. 4. 52	£259	£293	£293	-	£292
16. " (5)	10. 4. 52	£218	£259	£259	-	£258
17. " (6)	16. 4. 52	£218	£259	£259	-	£257*
18. " (7)	17. 4. 52	-	-	£259	-	£247*
19. " (8)	3.12. 52	-	£259	£293	£86	£270
20. " (9)	1. 4. 52	-	-	£219	-	£219
TOTALS					£564	£8045

* Shift Allowance, 1951/52, 10 for 13 wks. @ 10/-
1952/53, 11 " 52 " @ 10/-

Part time assistance, overtime etc.

Wages involved in implementary Mr. Matherson's report on cleaning (incl. recent incr. for Mr. Columb s)

Carried forward

£65	£305
£75	£310
£119	£680
£823	£9340

Brought forward --	£823	£9340
This year's estimates for Salaries & Wages	<u>£5192</u>	
Annual Totals	£6015+	£9340
Increase 1952/53		£3325

* Shift Worker

+ Not including Mr. Bell's retiring allowance.

It will be seen that that the library should still be behind Dunedin's salary bill of £10,419 in 1949/50. However, the foundations would have been laid upon which, with no further momentous changes, the library should soon expand to Dunedin's level. This depends on liberalised terms of membership and a good supply of books, once the staff can cope.

Other Matters concerning Salaries and Wages are --

1. The fixing of a second rate for casual hourly work. Mrs. Anderson who has been very useful has had to relinquish the work in November because of her husband's examinations (they are apparently then to go to England). The rate of 3/4d. an hour recently fixed by the Committee to cover the case of Mrs. Anderson and adult helpers like her is too high for secondary school children on whom we may have partially to rely, and from whom we may hope to recruit permanent junior staff. The rate suggested for student helpers is 2/- an hour, which is a fraction of a penny higher than the hourly rate equivalent to the first year salary on the unclassified scale. It is suggested that this rate should apply to casual student assistants under the age of 21; the 3/4d. rate for all others.
2. Interpretation of the recent decision to pay Sunday work at the rate of £1 per Sunday. This matter was brought up purely in the context of casual rates, with Mr. Livesey and Miss Ell in mind. The Award explicitly says in respect of the permanent staff covered by it:-
"5(d) All work on Sundays or statutory holidays shall be paid at double rates in addition to the weekly wage."

Since Miss Ell left us Miss Collie (6th year £345. unclassified scale) has consented to work her Sundays on the understanding that double rates applied. In her case these would amount to $7/0\frac{18}{20}$ d. or $35/4\frac{1}{2}$ d. per Sunday (5 hours).

The work done by casual workers in superintending the library is of a very light and unexact kind. However, Miss Collie has worked on her Sundays on the normal book preparation work of a senior girl and this has been of great assistance owing to the difficulty of the present staff to cope with the extra books now being bought. (Mr. Bell did not greatly increase the buying and the extra amount in the book fund this year is only making its presence felt since October). Since £1.00 Sunday is committed anyway the library is gaining five hours senior work^{for} the differential cost of $15/4\frac{1}{2}$ or about 3/1 an hour.

It is recommended that the recent decision to pay £1 a day for Sunday work be amended to read "£1 a day for Sunday work for casual workers. This does not apply to full time library assistants covered by the Christchurch City Council Employees Agreements, who are to be paid at the overtime rates for Sunday work prescribed by such agreements."

Should there not in future be useful work of this kind sufficient to warrant such overtime rates further casual assistance @ £1 would be advertised for. In the meantime it is requested that Miss Collie's services @ double time be utilised for the Sundays that used to be worked by Miss Ell and that she be paid accordingly for the Sundays she has already worked.

Stability of Staff.

This library has been noted in the past as having given their early training to librarians who have made names for themselves elsewhere.

It is good that our assistants should have the incentive to stay in library work over the less interesting early years confined mainly to routines, by the knowledge that should they qualify, there are plenty of good jobs available throughout the country. It is good also that there should be some degree of fluidity in professional employment since it is valuable to have experience of different types of library, it assists the professional worker to see beyond the established routines of one library to the general problems of equating supply and demand, and the varied techniques at his disposal. It is not good, however, that juniors should have the impression that they can make good only outside their own library.

Stability is not primarily a matter of salaries, but rather more of loyalty. This is largely a matter of good leadership within the library, the gaining by each junior of a sense of what the library is trying to^{do}, and enthusiasm in fitting themselves into the team effort. Luckily there is still to-day a pioneering spirit among so many of the younger librarians. But it is not conducive to loyalty to presume upon underpaid enthusiasm, & in the long run it will be the librarians with the generous salary provisions that will be developed most.

It is my belief that the foregoing provisions will be in the interests of a better, keener and more stable staff.

VIII. Routines & Layout:

The proposals of this report envisage reorienting the adult library towards the provision of services which may precisely be termed public services rather than services to a limited group - the subscribers. The Children's Library gives a public service in this sense, the newspaper room another and the provision of seating accommodation and books for consultation in the Reference Library a third, though as we have seen it is hardly worthy to be called a public reference service as that term is understood to-day.

These changes will involve alteration of most library routines, in order to obtain the most economic and efficient use of staff and at the same time increase their individual responsibility and initiative. It is not proposed to deal with these here, except insofar as they directly affect the public. The most important alteration in this respect is with the mode of circulating books. Different, more revealing and detailed statistics will be kept to test the response to new ventures.

^a
Delayed Discharge: When a book is loaned for home reading the library must have a record of it. This is called the charge and the process of recording an issue, charging. On the return the book is discharged i.e. the loan transaction is dissolved and the book made available for a further loan. There are many systems; the one in use here involving the subscriber's having his identification on a ticket which is filed in a pocket together with the book card to record the loan to him of that book. Where a book is taken as an "extra" the borrower's number is recorded on the book card. This fact is a minor weakness of the system, since it involves two distinctive kinds of operation to think about instead of one, in work that involves handling of queues of borrowers. The most serious objection is, however, that the subscriber on returning his book must wait while it is discharged before he can obtain his ticket and select a new one. This procedure involves the assistant's finding the book card in its pocket with the subscriber's ticket (a search that often is prolonged by misfiling or confusion of dates) when the subscriber receives back his ticket and the card is replaced in the book. The disadvantages of this system are two: (1) borrowers do not take great exception to having to queue to have a book issued to them. (This is not desirable but at peak hours as understandable as queueing for a bus). They do however object to having to queue to return a book to the library and since this is avoidable as we shall see, his objection has force; (2) the necessity under this system to discharge a book immediately on its return means that the desk must be staffed twice over when the library is busy, one set of assistants discharging, the other charging the books. At peak hours there are two queues to handle.

For these reasons most New Zealand libraries have thrown over this method (the latest being Wellington) and adopted a simple scheme whereby the charge is made by recording borrowers number on the book cards (as now for "extras"), the borrower retaining his ticket. On return the books are inspected to see they are not overdue or defaced and then the borrower may proceed to find new ones. One assistant can cope with the busiest periods at the "Books Returned" desk under this system, because the discharging process (finding the book card more conveniently filed since it is not cluttered with a pocket, and replacing it in the book) can be postponed until the library is quiet again when assistants who have been charging the books can also help.

In practice, of course, it is not desirable merely to pile up the books at peak hours and some of the staff is at work on them in most libraries all the time. But the inflexibility of the older system disappears and the peak hour staff is less than otherwise.

A further advantage is that the work of discharging books can be done behind the scenes and the public need not be confronted by a large and over-imposing desk manned by a big staff doing untidy library chores. This has been likened to "doing your washing up in your drawing room."

It is, therefore, recommended that a system of delayed discharge be instituted and the layout be altered to allow the discharge to be done in the adjoining work room.

Layout: What is envisaged is a much smaller public desk, freeing for extra book display and traffic room perhaps three-quarters of the space now allocated to the desk workers. This desk would occupy just the corner by the work room door and it should be continuous, through a small space to be cut in the wall by the door, with a work room counter. In quiet times, one assistant could cope with all traffic - returns and issues. At busier times the small desk, not at present used as a desk, under the stairs by the doorway would be manned for the issue of books and the other desk devoted to returns.

The first effect of this would be the elimination of cross lanes of traffic necessitated by the present system, where those with books issued to them have the discharge queues between them and the door.

The returned books would be slid through a trap-door on the counter on to the work room counter where staff behind scenes would deal with them, after which they would be returned to the shelves. All the trays of book cars would be kept at this non-public counter.

This would result in our using only a section or two of the present desk. The rest, cut up and with small alterations, could be used in other parts of the library by subject specialists doing work with the public as described above, or it could be utilised in renovating one of the suburban libraries. It would not be wasted.

Not the least of the improvements would be in the appearance of the library, which would be less formal and imposing, more pleasant and inviting. And we can't afford to waste an inch of this, the most effective display space in the library, for presenting our stock.

Book Jackets. In the past the library has cut up jackets for showcase displays and later discarded them. However, they are now recognised as the most effective aid to displaying the books themselves and, incidentally, to brightening the appearance of the library. Book clubs find it a commercial proposition to display all books in their jackets (duly strengthened by gummed brown paper strip) and to file these while the book is on issue, though this is an appreciable addition to the desk work. Many public libraries have followed suit and the difference in demand between jacketed and unjacketed books is so startling that Miss H. Cowey, now Librarian at Oamaru and previously Children's Librarian here, experimented while she was at Lower Hutt in making jackets for worthwhile books that were being overlooked by the borrowers. Miss Cowey had a flair for display work and made effective jackets by use of coloured display lettering and small coloured picture reproductions. Books that had not issued for years in this way were taken out within an hour of their being displayed on the shelves.

Books are now being displayed in their jackets at this library. At Lower Hutt, which has now a bigger issue than here, it was found that the extra work involved amounted to half the time of one routine worker (they employed casual labour for the chore of filing and replacing jackets.) The work involved here is very little as yet since few books have jackets, but it would undoubtedly grow to the same proportions. The success of the scheme here is already indicated by the rapidity with which the jacketed books are taken, though we are far from the position of having enough to improve the drab appearance of the shelves. It is recommended that the procedure should be confirmed and extra staffing provision be allowed to cover it. This is included in the staffing provision in the section on Staff and Salaries.

IX. Equipment, Binding & General Overhead:

Equipment: The library needs extra equipment which can be briefly mentioned here, but since it is tied up with trials and quotations it is not proposed to delay this report by including the details. However, among the items that are needed either immediately or early next financial year are:

- 1 new typewriter, to replace ancient "Underwood".
 - 1 4-drawer vertical file cabinet and fixtures for office correspondence.
 - 1 ditto for filing reference material for public use. (Further vertical filing provision would be needed in future years as the contents grew.)
 - 1 Catalogue cabinet to replace the two small 3 x 4 drawer cabinets of the Reference Library (which are full now and would be used to supplement the lending catalogues). The new one would need to be much bigger if the proposals to develop reference services are to be proceeded with: 8 x 8 drawers to start with.
 - 1 Set of map drawers.
- Book trolleys.

The most immediate item is the new typewriter since typing is frequently held up because of the lack of it, and it is proposed to ask the Committee to authorise its purchase at what will probably be the same meeting at which this report is brought down. The cost (including trade-in) will be in the vicinity of £50.

The other items could be deferred till next financial year. Their total cost may be in the vicinity of £120. This would be in item 6 - Furniture and Fittings £57 this year. £150 would cover.

Binding: This is also an item which will be reported on more fully in a separate report since it will take time to investigate fully and since it is already proposed to call a conference of all the public libraries in the city on this subject. It can be said, however, that the binding vote will need to be increased, apart from the effects of implementation of other recommendations in this report in order to improve the general physical standard of the stock, which is very unsatisfactory. Magazines which were unattractively presented in dowdy dark blue covers previously, are now quarter-bound in their original covers, as is the usual practice in the better public libraries these days, and is already proving popular here (This is more expensive but the extra cost would be covered by extra receipts if the recommendations in the ^{section} under Lending Services were adopted).

But if the library were to be developed the increased use of the books would mean substantial increase in binding also. This cost is one of the minor ones, but it is important it should not be overlooked. This year's budget allocates £210 for item 10, Binding. Binding is also included in items 11, Juvenile books, binding, periodicals, and 12, Reference books, binding, periodicals; and the juvenile binding needs are very pressing owing to the rapid turnover of an inadequate stock, though little has been done.

It is unsatisfactory to have binding costs split over several budgetary items. More will be said about this under Finance. It can be estimated roughly that next year a total of £600 - £700 will be needed, which will be devoted to improving the physical standards of the present stock, but with increased usage and rising binding costs this amount is not likely to be smaller in subsequent years.

Other Costs Affected include -

3. Printing, Stationery, postages, at present £350. New forms, extra catalogue cards and increased book supply all affect this vote directly, though the increase would not be as much as for the main items. £500 would cover.
4. Contingencies would perhaps not need to be increased above its present £250, since it so far has not been called on this year, although in a year of changes it is likely to be fully spent.

Further telephone extensions are needed and a second outside line, since the assistants on overdue and reservations often tie up the one line for hours. The extensions needed are -

(1) Children's Library (2) Deputy's Office (3) Schools Service.

The Reference Room phone should be moved to the desk (it is at present on the landing behind the door that opens behind the desk). The present issue desk arrangements require a phone at the desk because of the frequent calls about renewals that require checking the issue trays, but this would be obviated if the suggestions under Routines and Layout were adopted. This would go under item -

2. General Expenses. This item has apparently been well underestimated at £440 this year incidently, since £348 was spent by 31st August. But £540 should cover it next year.
7. Administration charges are based on a fixed fee of £150 by the Council Office. The Town Clerk may want this increased if the volume of work increased.

X. Finance:

Rating: The graphs in the Appendix (Graph No. 1) indicates that the rating position in Christchurch is very low compared with Auckland and Wellington - in fact it is not much more than Dunedin. The interest burden of the Special Rate is also low and this partly accounts for the difference in the total rating.

The main cause however would appear to lie in the low rating capacity of Christchurch. This is shown in Graph 2, Potential and Actual Library Rating. The position of Christchurch at least is materially improved since by the new valuation, but not enough to alter the position, relative to the other cities, shown by the graphs. Potential Library rating is taken here to mean the maximum amount that could be levied under a library rate and this is fixed by law at 3d. in the £. on the annual value. In Christchurch this is equivalent to a rate of £.00245516 (or .5892384d.) on the unimproved value, the yield of which, on present city valuation, being £39,580 or about 6/5d. per head. The average of Auckland and Wellington in 1949/50 was approximately 8/8d. per head. However this may be, it is evident that Christchurch's library development is unlikely to proceed, for many years at least, with a full scale branch system as in Auckland or Wellington. (Auckland spends much more on its branches than on its Central Library). The wisest course would, therefore, appear to be to concentrate on developing the city library while retaining and assisting to the limit the present voluntary suburban system (which might also be encouraged to take root in the many suburbs, particularly the Northern suburbs at present unserved and perhaps supplemented by a book mobile service). The model for the City Library in the meantime should be Dunedin, which is, in many ways, superior to either Auckland's or Wellington's central libraries.

It would not do to try to achieve Dunedin's standard in a short period, but given three things which we have discussed already at some length we could immediately make up a lot of leeway -

- (1) Liberalised terms of membership, like Dunedin's except in our retention of subscriptions. This could date from the beginning of the next financial year, 1st April, 1952.
- (2) Additional staff, especially professionally qualified staff.
- (3) Increase reference books and periodicals fund.

Budget: Here is the way that it is recommended the library should budget in the next financial year. The Dunedin figures for 1949/50 are also shown. The Dunedin salary figure does not therefore include the 15% g.w.i. Only broad groupings are shown at this juncture though they result from attention to the itemised headings of the official estimates discussed in previous sections.

Expenditure -	<u>Christchurch:</u>		<u>Dunedin:</u>
	1951/52 Approved <u>Estimates:</u>	1952/53 Based on <u>This Report:</u>	1949/50 Actually <u>Spent:</u>
Salaries etc.	£5193	£9340	£10,029
Books, papers, mags.	£3904	£6900	£ 6,413
Maintenance	<u>£1557</u>	<u>£2360</u>	<u>£ 4,202</u>
	£10654	£18600	£20,644
Records & pictures service	--	--	729
Alterations	<u>£3857</u>	<u>£400</u>	<u>£ 1,123</u>
Central only	£14511	£19000	£22,496
Suburban Services (incl. alterations)	<u>£8896</u>	<u>£6000</u> (mobile)	<u>800</u>
	£23407	£25000	£23,296
Per head of population.	<u>3/9½d.</u>	<u>4/0½d.</u>	<u>6/8d.</u>

The item of £6000 on Suburban Services takes cognisance of the fact that this year's estimates provide for a nonrecurring item of £5,500 for a new building at Redcliffs and it should therefore allow for a considerable expansion of the suburban alterations programme (on which I should be pleased to be consulted on the question of efficient library layout), as well as the new children's service, increased subsidies etc.

Receipts - The position of library receipts requires attention as the following figures show:--

	1950/51.		1951/52.	
	<u>Estimated:</u>	<u>Received:</u>	<u>Estimated:</u>	Half yr. Propor- tion of <u>Estimate.</u>
Desk Receipts	£3,000	£2,813	£3535	£1768
Endowments Etc.	<u>1,185</u>	<u>1,405</u>	<u>1185</u>	£1637
	<u>£4,185</u>	<u>£4,218</u>	<u>£4720</u>	

It will be seen that, despite the fact that desk receipts were nearly £200 down on the estimates last year, an increase was budgeted for of nearly £500 on last year's estimates or £700 on that year's actual receipts. Revenue has, in fact, been buoyant, owing to the increased book expenditure, but it is being far too optimistic to expect such a big return, under the present system, for money spent. Last year's revenue for the first six months was £1387, showing an increase for the winter months (usually the busy portion of any public library year, though last year the occupying of the new Lending dept. in February boosted the final figures) of

£249 this year. It can thus be predicted that this year's desk revenue will be between £3200 and £3270, i.e. down about £300 on the estimates.

The general receipts position was saved last year by the endowment income. The Solicitor administering the Gammack Trust mentioned to me recently that the value of the trust was growing steadily so that the £800 received from it last year (£600 estimated last year and this year) will probably be repeated (at least) this year. This would still leave a deficit of about £100.

The new system after the first year of operation can be confidently predicted to increase the receipts. (The average increase in four years in the representative sample of libraries making similar changes was about 50%). This is due to the increased over-all use of the library of which the pay section receives its full share. But in the first year the increased use would be counter-balanced by the diversion of demand of old subscribers to the serious free services offered for the first time. The two tendencies usually tend to be about equal, but to play safe it would be advisable to budget as follows:--

Receipts -	1950/51 Received.	1951/52 Re-estimated.	1952/53 This Report.	Dunedin: 1949/50 Received
Desk Receipts	£2813	£3235	£3000	£2160
Endowments Etc.	1405	1385	1385	302
	<u>£4218</u>	<u>£4620</u>	<u>£4385</u>	<u>£2462</u>

It should be pointed out that Dunedin's receipts are not a good guide since Dunedin was in the past wholly free and that it whittled its popular services to a token level. In the last two years it has implemented an expanded and economic popular rental service and its receipts in the year quoted were up by £800 on the previous year and still climbing. We have a popular collection already many times that of Dunedin's and capable of sustaining a far bigger revenue.

Effect on Rates: Before receipts can properly be deducted from expenditure to ascertain rating commitments forward balances must be considered. The overall position is obscured by the difficulty of estimating the current programme of alterations -

- (1) The new Redcliffs building, for which a sum of £5,500 is officially estimated, may or may not cost something near that mark.
- (2) Library house has been extensively renovated at a cost of about £575. It is a good job for which I cordially thank the Committee and those in the Works Department who carried it out. It is virtually finished now though there are some small jobs, perhaps amounting to about £100 I should like the Committee to consider perhaps next year - attention to the hallway woodwork which is very dark and dowdy compared with the bright appearance of the rest of the house, boarding the whole place (Mr. Cade has a quote for this), and a cowl over the back door where the rain beats in. This year's expenditure is not covered by the estimates.
- (3) Main Library alterations are £44 in excess of alterations and there is a job of replacing the Oamaru stone in the Lending Department wall towards Cambridge Terrace, which Mr. Helmore estimates at £25 or £35 depending on the stone used.
- (4) Extra salary expenditure already committed prior to 1/9/51 includes paying the new librarian at the rate of £50 more a year than his predecessor (£25 involved) and £350 (i.e. 6 months' salary) to Mr. Bell on his retirement.

Apart from non-assessable variation in the suburban building and alterations programme the sum committed in excess of estimates prior to my taking office (2 - 4 above) amounts to £1030.

The new proposals as we have seen call for an increase in salary provision this financial year of roughly £600. An examination of the balances in the items in the current estimates reveals that these can be revamped to absorb this increase. They are in any case well out of alignment now and indeed the adding of £1000 to a single item instead of spreading it through all the items created a mal-alignment from the start.

Here is the way in which it is recommended that the balance of the estimated expenditure under the budgetary heading, Maintenance of Canterbury Public Library should be reallocated:--

EXPENDITURE FINAL HALF YEAR, 1951/52:

Item Nos.	* Proportion of approved Estimates.	Unspent Balance as at 30/9/51	Proposed Expenditure 1/10/51 - 31/3/52
1. Salaries & Wages	£2596	£2402	£3225
2. General Expenses (now mainly lighting but overspent on winter heating)	216	48	130
3. Printing, Stationery etc.	150	142	180
4. Sundries	50	46	44
5. Newspapers	50	81	81
6. Furniture, fittings.	25	47	50
7. Administration (not yet charged by Council office)	75	150	150
9. Binding	100	168	180
13. Contingencies	125	250	70
8, 9, 11 & 12 - Books & Magazines	1800	2460	2015
	£5187	£5794	£6125
14. Alterations (whole year)	£3857	(minus) 44	655
Second Half Year	5187	5750	6780
1-13 First half year	5467	4860	4860
14. First half year	3857	3901	3901
Whole Year	£14511	£14511	
Deficit		1030	
	Totals	£15541	£15541

* The "Proportion" shown is arrived at by deducting from the annual totals the amounts in the "Proportion of Estimates" column in the official statement: "Libraries Rate - Expenditure to 30/9/51". The proportions shown in this statement are seldom a simple computation of 50% of the whole year figure, though variations from the 50% appear a little arbitrary.

Nett Amount for Rates: It has already been seen that owing to the suburban alterations programme the final balances are hard to calculate but, providing expenditure on those alterations approximates the estimates total, and the rate yield does also, there will be a debit balance of £1030 to carry forward to next year, incurred prior to 30. 9. 51. (unless the money can be found elsewhere this year.)

The following table then sets out the approximate rating position for next year, with this year's figures and those of Dunedin in 1949/50 to compare.

	<u>Christchurch:</u>		<u>Dunedin:</u>
	1951/52 Approved <u>Estimates.</u>	1952/53 This <u>Report.</u>	1949/50 Actual <u>Amounts.</u>
Expenditure gross	£23,407	£25,000	£23,296
Receipts	- 4,720	- 4,385	- 2,462
Expenditure nett	18,687	20,615	20,834
Balances	+ 866	+ 1,030	+ 292
Library Rate	<u>£19,553</u>	<u>£21,645</u>	<u>£21,126</u> *

(* Incl. £182 collected arrears.)

Rate per head of Population:	3/2d.	3/6d.	6/1d.
Rate on Annual Value	1.45d.	1.60d.	3d.
Rate on Unimproved Value	.29d.	.32d.	Not avail- able.

(R. N. O'REILLY)
CITY LIBRARIAN

LENDING LIBRARY

October, 1951.

by John Stringleman, Deputy Librarian.

The following report is intended to cover the procedures at present in force in the Lending Department and to give some idea of the service as it affects borrowers and staff.

<u>SUBSCRIPTIONS:</u>	12 months	10/-
	6 months	5/-
	3 months	3/-
	1 month	1/6
	12 months Age beneficiaries	5/-
	6 months " "	2/6
	12 months Intermediate (16 - 18)	2/6.

A single subscription entitles the borrower to one book or one magazine on the ticket and any number of extra books or magazines. Extra books are 3d. each and extra magazines are 2d. There is no limit to the number of subscriptions a person may take out. Town subscribers living more than five miles from the Library who do not wish to visit the Library more frequently than once a fortnight may have two tickets for one subscription. Special arrangements are made for country members depending on how often they are able to change their books, e.g. once a month 8 books. The reduced rate for age beneficiaries is also available to widows on social security pensions and full war pensioners. The intermediate rate is for young people between the ages of sixteen and eighteen, but no effort is made to provide a special collection for intermediate members.

RESERVES: A charge of 4d. is made for reservations, the book being treated as an extra when issued so that the reservation fee is normally 1d. Non-fiction may be reserved immediately it becomes available for issue, but fiction cannot be reserved until it has been in stock for three months. As popular titles have not been duplicated heavily enough to cope with the demand, there is always a spate of reservations at the beginning of each month and in some cases borrowers have to wait as long as three months for books they have reserved. There are approximately 500 reservations per month and many of these are not particularly noteworthy titles, a large proportion being light thrillers or sentimental fiction. Borrowers find that owing to lack of duplication, the only sure way of getting the books they want is by reserving them, and as a result, one assistant is employed practically full time to deal with the work involved.

OVERDUES: Books are issued for two weeks and may be renewed by telephone or in person if not reserved. Fines are charged at the rate of 3d. per week or part of a week but this seems to be little deterrent to many people. First notices are sent out when books are two weeks overdue, second notices at the end of a month and accounts at the end of two months. There are at present at least 500 books overdue, about 300 of which are more than three months overdue. Accounts, accounts rendered and where possible telephone calls, have had no effect on the people concerned yet there can be little doubt that the books have not been returned.

ISSUES: The monthly issue varies between about 17,500 and 20,000 the total for the year 1950/51 being 209,834. Fiction comprises about 65% of these figures and magazines about 13%. Biography and travel make up a further 12%. Owing to the nature of statistics kept these figures give no guide to a comparison between popular and serious reading, but analysis of a sample issue taken on September 5th shows that the fiction issue consisted of 276 popular and 121 serious novels, in other words popular novels made up about 68% of the fiction issue. Popular magazines were 64% of the magazine issue, the figures being 70 popular to 40 serious.

(2)

The adult subscriber borrows an average of 50 books a year of which 18 are extras, so that the average cost per borrower amounts to 14/6 (10/- for subscription and 4/6 for extras). 73,781 extra books were borrowed in 1950/51, or over one third the total issue. These were predominantly bestselling light popular works.

STOCK: Total stock at 30th March, 1951, was 32,350. One-third of this stock is fiction and during the year 1400 fiction were purchased compared with 800 non-fiction, 55% of the latter being travel and biography. Once again, owing to the nature of statistics kept, it is impossible to make any distinction between popular and serious stock, but it can be assumed that the popular fiction and light travel and biography predominated.

The whole stock is in urgent need of weeding as much of it has outlived demand, or is in very poor physical condition. The books are at present in three sequences - the main lending library contains books published during the last ten years, the old reference room contains those published between 1925 and 1940, while the books in the upstairs stack room make up the remainder of the stock. The great majority of these stack room books and many of those in the old reference room are "dead" stock and no longer serve a useful purpose in this library. They represent at least 25% of the stock and would best be relegated to a national "morgue" if and when it is established.

Complaints from borrowers about the physical state of the books are numerous, as also are complaints about the difficulty of obtaining "something new". The fact is that under the present system it would be financially impossible to satisfy the demand and new books of the popular type are snapped up as soon as they appear.

It is safe to say that the coverage of non-fiction is inadequate in almost every serious subject, but in particular in applied science, practical arts, fine arts, music, gardening, hobbies, theatre, interior decorating and art. Reservations for new books on these subjects are generally heavy and the number of interloan requests of this nature proves the inadequacy of our own stock. In fiction there is a need for replacement of many standard authors and classics, as most of those in stock are bound in stodgy unattractive bindings which discourage borrowing by their appearance.

At present, books from the Reference Library are lent to a small extent only, as owing to the staff and stock situation it has not been the practice to publicise this fact.

STAFF: A minimum of three assistants is required to man the desk during normal periods and to cope with the various routines such as writing receipts, shelving books, searching for missing tickets and tagging reserved books. During rush periods such as Friday evenings this number must be increased to five. With the present staff it is often not possible to maintain this minimum without calling on members of the staff engaged in work behind the scenes, with the result that processing of new books and magazines is slowed up and routines such as repairs, overdue, cancelling of withdrawn books and filing of catalogue cards are seriously delayed. The adoption of a system of delayed discharge of books returned would eliminate some of the time consuming desk work and ease the staff situation to some extent. The present system requires much unnecessary handling of books and tickets while borrowers are waiting, resulting in big queues during busy periods, with accompanying confusion among both staff and borrowers.

However, the most serious effect of the inadequate staffing of this Department is the fact that, as the assistants have to devote practically all their time to desk routines there is no opportunity to carry out work of an advisory nature. Many people do not know what they want to read when they come into the library. Others want to read about a particular subject but do not know how to go about it, or how to use the catalogue. These people, and many

(3)

others, require help, but they are either discouraged from asking by the fact that the assistants appear so busy, or they are put off by the perfunctory manner in which their questions are often answered. In addition, the girls at the desk are usually junior members of the staff who have not yet had sufficient experience to deal satisfactorily with readers' requests. The need for a high standard of service of this nature is borne out by the numerous complaints received that the girls are not interested in helping readers. They are not disinterested - they have little time to do more than attend to desk routines.

--ooOoo--

by Mrs. B. Hastings, Acting Childrens Librarian.

The main reason for organizing a children's public library is to provide, maintain and increase a professional service for children in the community. Children in Christchurch have been provided with a free library service which has been maintained within limits but which has certainly not been increased. At present the children are offered a standard of service which is inadequate to cope with their demands. The chief problem is the insufficiency of stock.

MEMBERSHIP AND STOCK:

There are 4687 members and only 5118 books which means that children have a very limited range from which to select their reading. It also means that wear on books is extremely heavy and consequently the rate of withdrawal is high. Books are withdrawn at almost the same rate as they are accessioned so that despite additions there is no appreciable increase in the size of the stock.

Size of stock 1st October 1948	--	4742
" " " 31st August, 1951	--	5118
Increase for 35 months		376 books.

Much of our present stock is old or in poor condition and should be cancelled, but it is impossible to do this until there are more new books to replace the old ones. It would be an advantage if more books could be rebound when worn, rather than cancelled. At least 4 books per member would be a fair estimate for the size of the library.

At present the official joining age for a child is eight years. Although we already have some members under that age there are still many who wish to join and who should not be discouraged from doing so. The demand for reading for younger children greatly exceeds the suitable books we are able to supply and this section urgently needs several hundred new books.

Membership continues to increase despite the fact that more and better books are being used in school libraries.

Membership 1st October, 1948	--	3,760
" " 31st August, 1951	--	4,535
Increase for 35 months	--	775

From these stock and membership figures it can be seen that membership has increased more quickly than stock during the given period - stock increase 376, membership increase 775. Thus the children are worse off than they were in October, 1948.

At present only one book is issued at a time to a child. It is more satisfactory if he can take two, one fiction and one non-fiction which would frequently be used in connection with school work. This again would demand more stock.

ISSUES:

The yearly issue of books increases. From 1st April 1950 to 31st March, 1951 53,665 books were issued. The previous year 41,072 books were issued.

HOURS OF OPENING:

The rules for opening and closing a children's library are governed principally by the local school hours and holidays and by the number of staff available. While the present hours of opening, 3 - 5.30 p.m. are adequate during normal weekdays, it would be an

advantage if, during school holidays, these hours could be extended. The library could then well be open all day. Saturday morning is another time when children are free to visit the library and again it would be an advantage to be open. Extra staffing would, of course, be necessary.

THE CATALOGUE:

The catalogue in the children's room is a tool which could be improved. Although author and title headings are already listed, there are few subject headings and the catalogue would be more useful if the non-fiction could be analysed for subject entries. Although some time would need to be spent in typing these new entries, they would open to the children the full resources of their library and help to guide their reading.

PICTURE COLLECTION:

In recent years pictures and other visual aids have been playing a more important part in the child's education. A collection of pictures suitably mounted for borrowing can be a valuable aid especially for children's morning talks and for the use of teachers. Such a collection involves little expense apart from staff time necessary for the organisation. As yet there is no picture collection in the children's library, and one should be started as soon as possible.

STORY HOURS:

One important contact which could be made with the children is through a library story hour, when the main purpose is to interpret literature to children and to inspire them to read further for themselves. In 1925 the library held a weekly story hour during the winter resulting in the average attendance of 80 children. (The membership at the time was about 1500). These sessions were held for three years until attendances fell off and they were discontinued. Story hours are an established custom in many libraries and it would be interesting and certainly of benefit to the children if they could be re-introduced here.

WORK WITH SCHOOLS, ORPHANAGES, HOSPITALS:

A library should be conscious of the fact that there are outside institutions and organisations to which it can give valuable assistance. From the children's library point of view there are first of all the schools. It is essential that there should be close connection between school and library. Classes of children should be invited into the library to be instructed in the use of books and to be shown how to use the catalogue etc. and to have the opportunity of becoming library conscious. At present one class comes into the library regularly once a fortnight. Visits from schools would mean increased membership and because of the inadequate stock the library is forced to hesitate in undertaking anything which might cause an inundation of children who could not be supplied with books. It is not known to what extent books are available for children in orphanages, but some enquiry could be made. It should be possible for the public library to arrange for loans of books to be sent to those who could use them. Children in hospital should also be catered for.

SUBURBAN LIBRARIES:

Of the 14 suburban libraries only six have juvenile subscribers enrolled, while two others have collections of books which parent subscribers may borrow. The total membership in 1948 for the six libraries was 226. The difficulties of establishing free children's collections in the suburban libraries with the aid of the public library should not be insurmountable.

APPENDIX C

COMPARISON OF LIBRARY

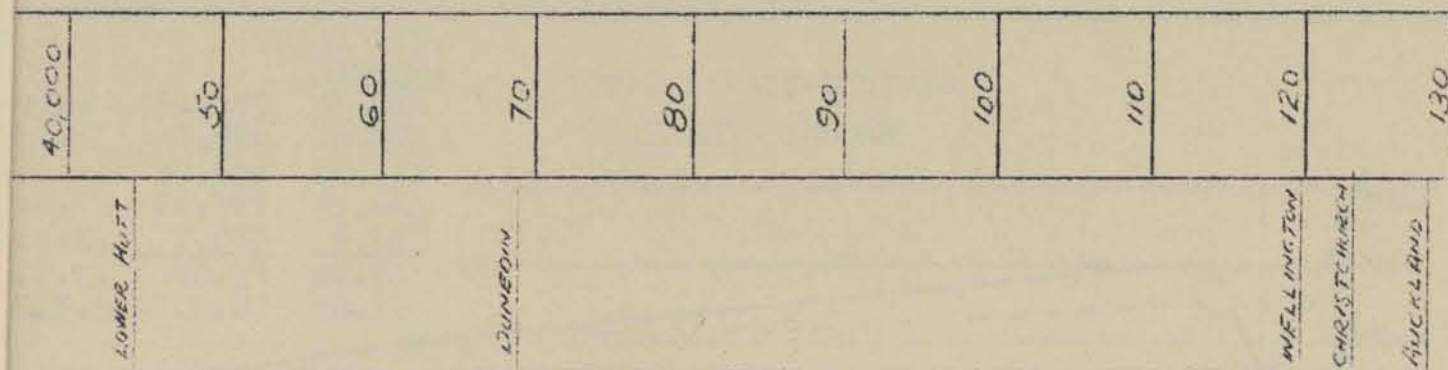
SERVICES IN THE MAIN CENTRES

Graphs based on data supplied to the Public Library inquiry, conducted by Dr. Miriam Tompkins for the N.Z. Library Association, 1950. The year taken is the financial year April, 1949 - March, 1950. The base line of all graphs is the same - and shows the City population (in thousands) in each case. A graph can generally be best interpreted when taken in conjunction with the one above it.

POPULATIONS

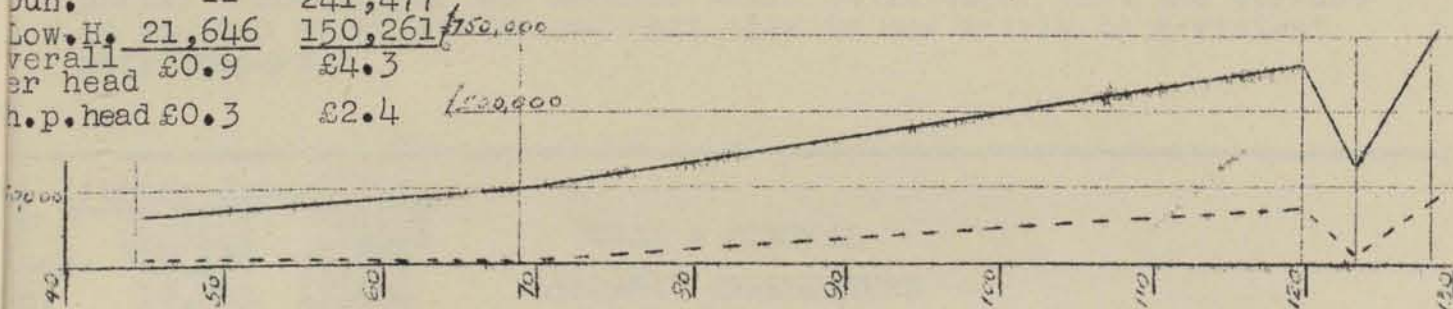
(1950 Census)

Auckland	128,379
Christchurch	123,433
Wellington	120,064
Dunedin	69,686
Lower Hutt	44,476
	<u>486,038</u>
Mean	97,208

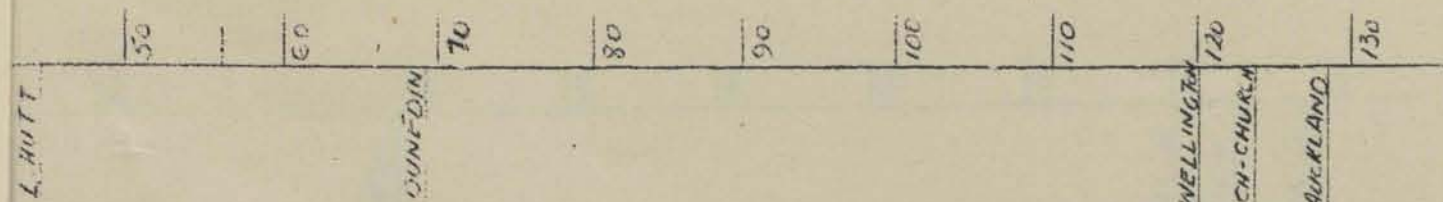


	Special Rate	Total Rate
Auck.	£213,820	£748,268
Ch.	40,057	300,268
Well.	188,504	666,295
Dun.	--	241,477
Low. H.	21,646	150,261
Overall	£0.9	£4.3
per head	£0.3	£2.4

TOTAL & SPECIAL CITY RATING
(excluding Hospital and Water)

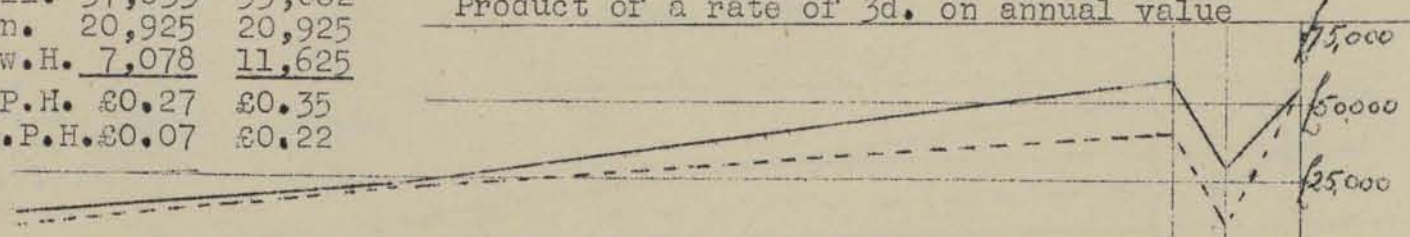


This graph reveals Christchurch as living a low rate per capita compared with the other cities. This is in part explained by the low special rating (for debt charges). It is not clear from this whether or not Christchurch is or is not rating towards its rating limits for its general rate. (Indications are that it was then a little close to these limits but new valuations were to come into force as from 1.4.50 which would have eased the position.)



	Library Rate	3d. Rate (a.v)
Auck.	£54,489	£54,489
Ch.	8,954	27,712
Well.	37,833	55,082
Dun.	20,925	20,925
Low.H.	7,078	11,625
O.P.H.	£0.27	£0.35
Ch.P.H.	£0.07	£0.22

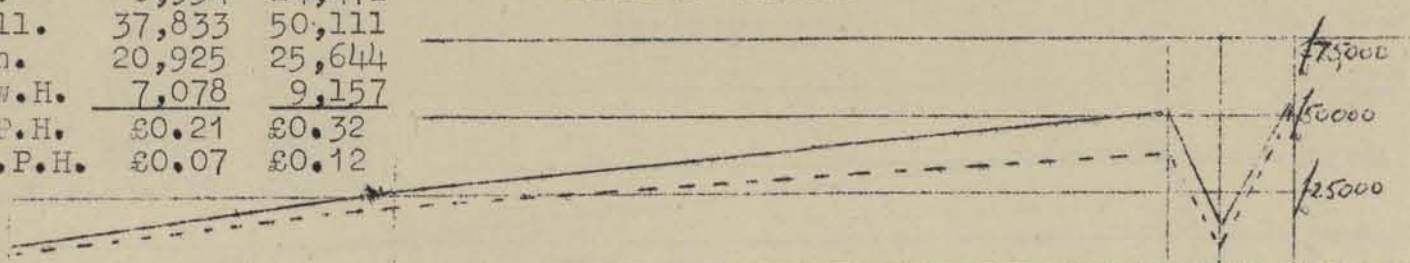
POTENTIAL & ACTUAL LIBRARY RATING
Product of a rate of 3d. on annual value



The potential rate here is the yield of a rate of 3d. in the £ on annual value (the legal maximum). The graph indicates that potential rating in Christchurch (for library, or indeed, any general purpose) is low (a little under two thirds of the overall potential, on a per capita basis). But the low potential is an academic consideration at present. The actual position is that Christchurch Library receives not much more than on quarter of the overall per capita library rating - if it received the average it would still be well within rating limits.

	Total Lib. Income.
Auck.	£54,489
Ch.	8,954
Well.	37,833
Dun.	20,925
Low.H.	7,078
O.P.H.	£0.21
Ch.P.H.	£0.07

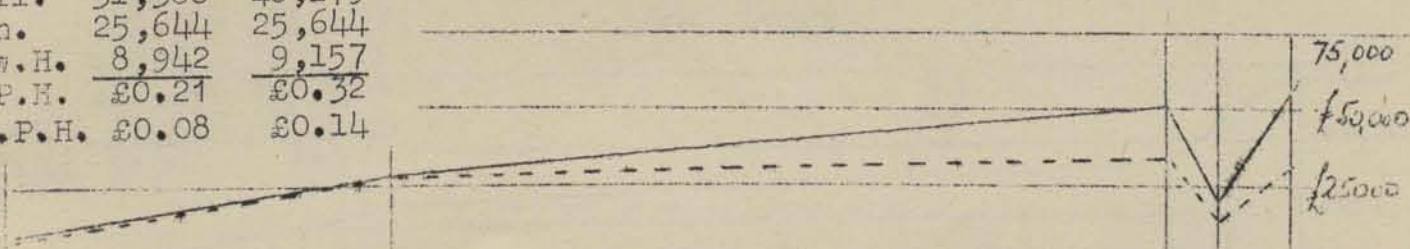
TOTAL & RATE-DERIVED LIBRARY INCOME



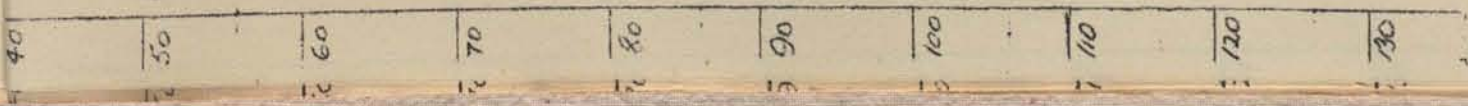
The total library income is low - quite the lowest per capita of any of the libraries concerned. While the low salaries fund occasioned by the voluntary system in the suburbs (see 6 below) partly accounts for the smaller total it is clear that the service is starved in many ways and that this is due mainly to deficient city support.

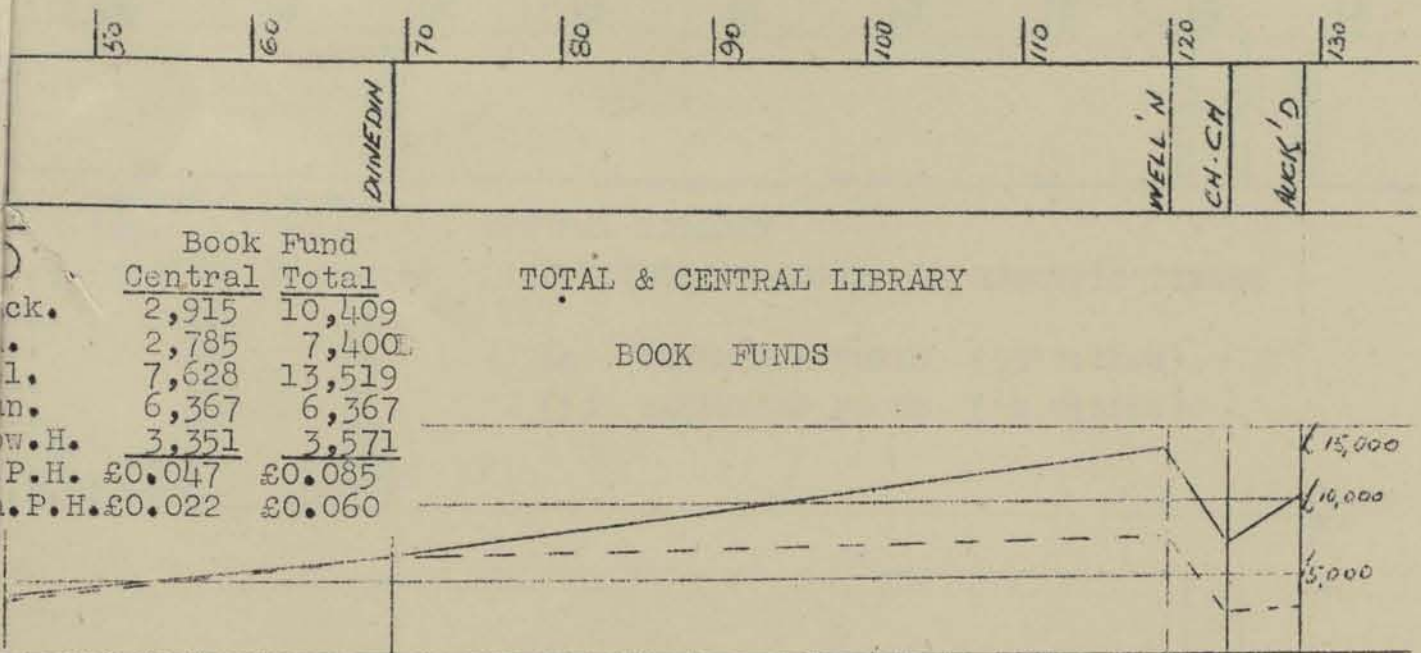
	Central	Total
Auck.	£24,120	56,066
Ch.	10,359	17,500
Well.	31,388	48,179
Dun.	25,644	25,644
Low.H.	8,942	9,157
O.P.H.	£0.21	£0.32
Ch.P.H.	£0.08	£0.14

TOTAL & CENTRAL LIBRARY EXPENDITURE

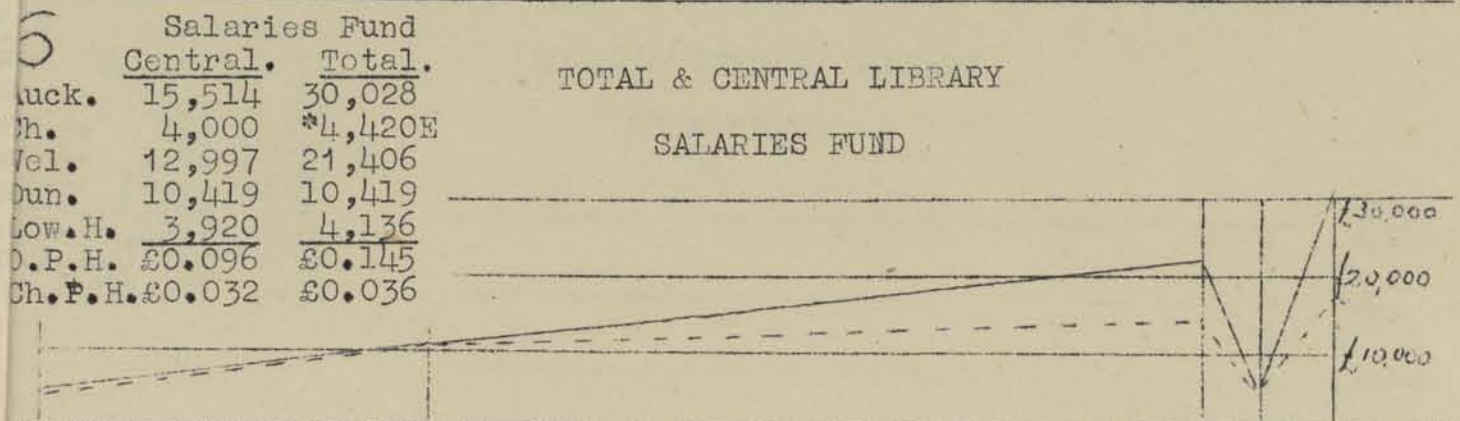


(It will be seen that expenditure considerably exceeded income in Christchurch that year - due to cost of alterations.) If we consider Canterbury Public Library now as a central library compared with central libraries where a branch system exists its position will be seen from this graph. Apart from the alterations its total is not up to that of Lower Hutt, in a far smaller building (3,000 sq. feet as against 18,494 sq. feet.)



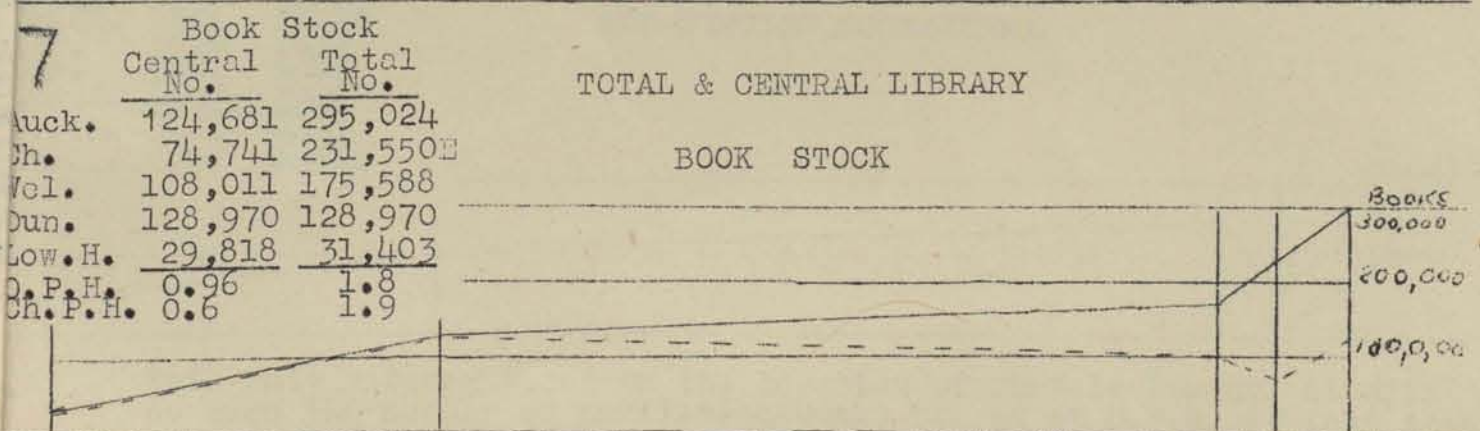


The poverty of the service in Christchurch is best shown in this graph where the book fund is seen to be very low indeed per capita. The position is relatively worse if C.P.L. alone is considered - the book funds of the suburban libraries - perhaps because of low overhead - is surprisingly high in those sampled. But this does not suffice to make the total compare favourably with the overall figure for the five cities. ("Book Fund" includes magazines (etc.) Fund).

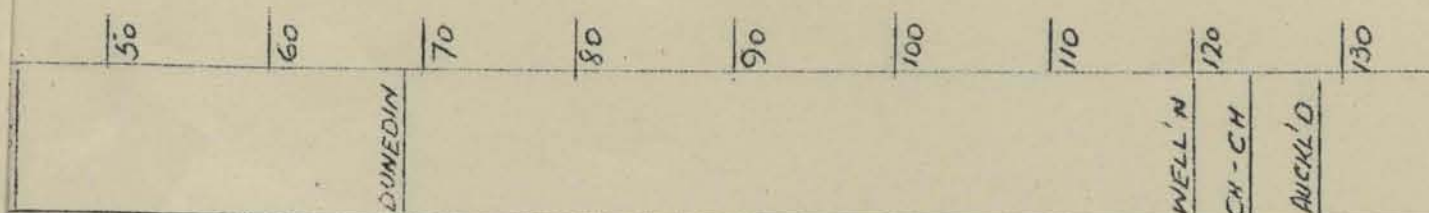


We have mentioned the effect of virtually eliminating the salaries bill for service in the suburban libraries. It will be seen that the C.P.L. salaries fund is only one third of that of the other central libraries, on a per capita basis. When the difference in Chief Librarians' salaries is taken into consideration C.P.L. has less to spend on staff than Lower Hutt.

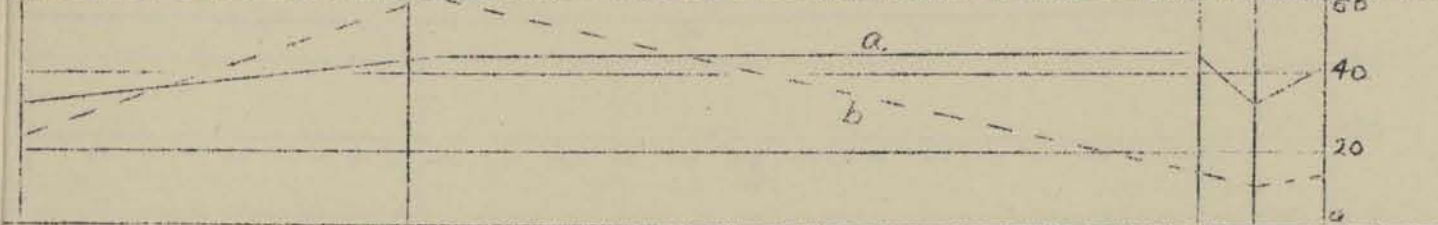
*Includes Honoraria.



Again the position of C.P.L. is poor, but, for the city as a whole the 14 suburban libraries bring the total stock figure up a bit above the over-all per capita figure. It is however doubtful if these stocks are weeded as systematically as are those of the other libraries.



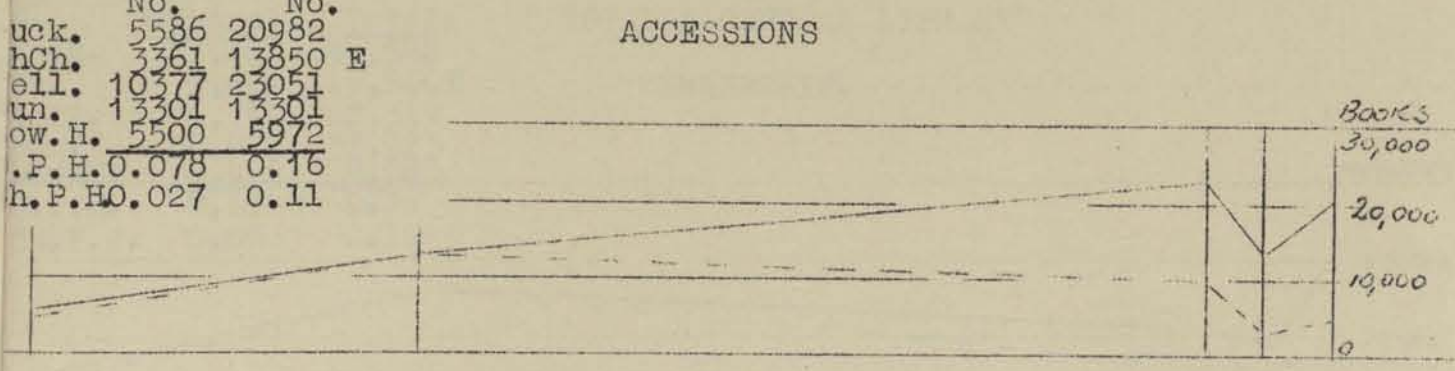
CENTRAL LIBRARY		HOLDINGS OF COPIES OF SPECIFIC TITLES	
Garden- ing.	Refer- ence.	No. copies	No. copies
ck.		14	42
.		11	32
l.		14	46
n.		52	44
w H.		22	32
P.H.		.0003	.0004
.P.H.		.00009	.00026



By way of testing the composition of the stock certain book lists were sent for checking. (This was not done by the suburban libraries) This graph shows the results of two such lists - the holdings (copies) of 53 specific reference titles and of 12 specific gardening titles. C.P.L. has the lowest of any central library tested.

9 Accessions
Central Total TOTAL & CENTRAL LIBRARY

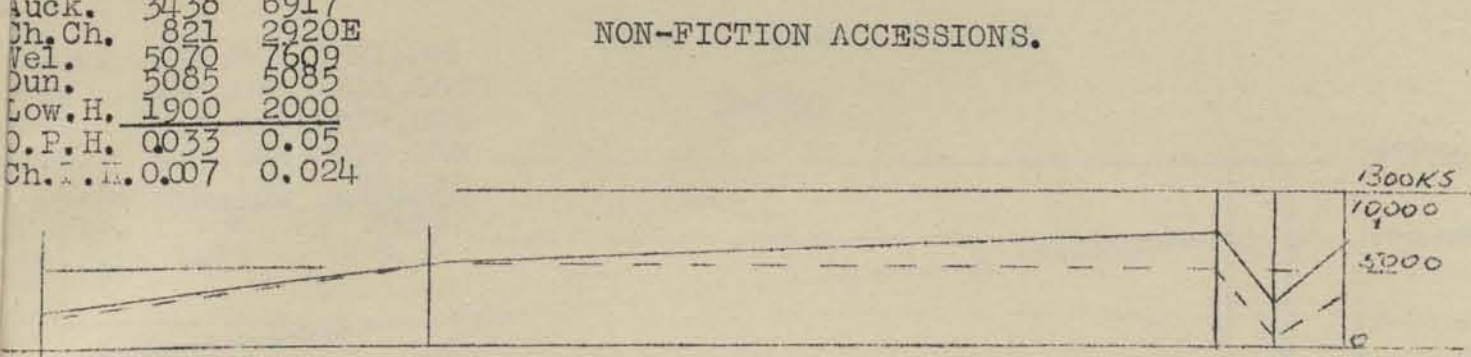
	No.	No.
uck.	5586	20982
hCh.	3361	13850 E
ell.	10377	23051
un.	13301	13301
ow.H.	5500	5972
.P.H.O.	0.078	0.16
h.P.HO.	0.027	0.11



Here again we can compare the position both for C.P.L. among central libraries, and for the libraries of Christchurch (and the other cities) as a whole. It will be seen, as expected, that the graphs have the same pattern as those in graph 5 (Book Fund.)

10 Central Total TOTAL & CENTRAL LIBRARY, SENIOR

	No.	No.
Auck.	3438	6917
Ch.Ch.	821	2920E
Vel.	5070	7609
Dun.	5085	5085
Low.H.	1900	2000
O.P.H.	0.033	0.05
Ch.L.H.	0.007	0.024



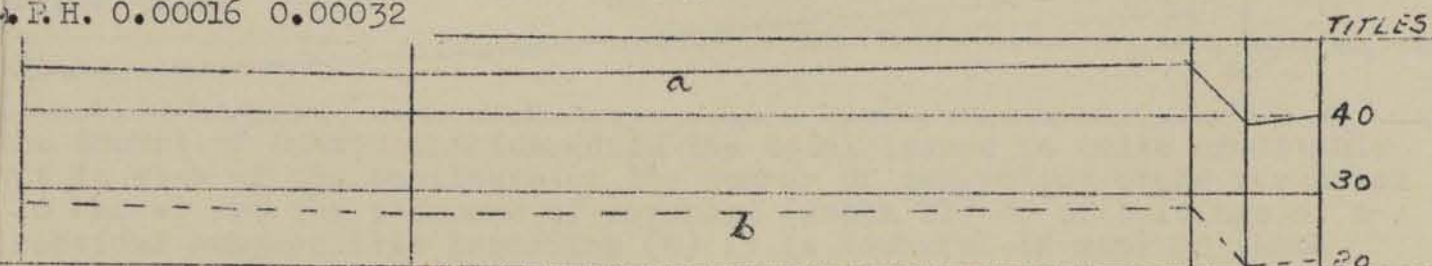
This puts a finer point on the question of what is bought, it will be seen the number of nonfiction books bought at C.P.L. is less than one quarter of those bought at other central libraries, while among the Christchurch libraries collectively the proportion is less than a half compared with the libraries of the other cities, on a per capita basis.



	50	60	70	80	90	100	110	120	130	
			DUNEDIN					WELL'N	CH-CH	AUCKLAND

	Coverage of Select 28 Titles	All 27 Titles
ck.	21	40
.	20	39
l.	28	47
n.	27	45
w H.	28	46
P.H.	0.00025	0.00045
* P.H.	0.00016	0.00032

CENTRAL LIBRARY.
 SAMPLE OF CURRENT BUYING -
 COVERAGE OF SPECIFIC TITLES -
 (a) 47 Mixed Titles
 (b) Selection of 28 Serious Titles
 (ex the 47)

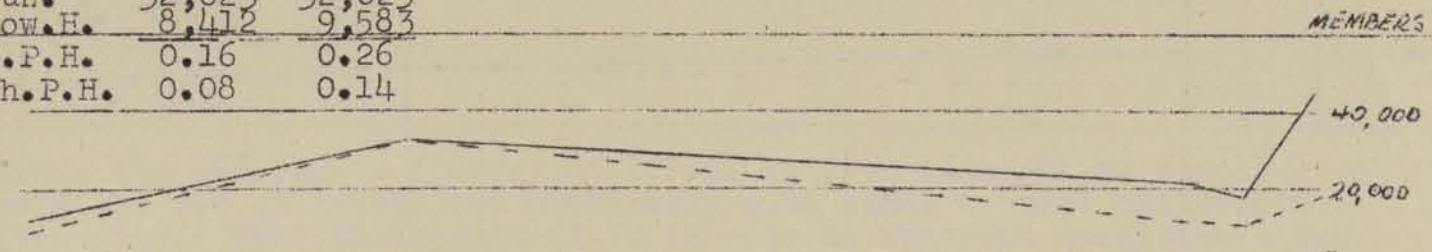


Among the book lists sent for checking were two: one 23 fiction titles (both serious and light) and one of 24 nonfiction titles (all of which had figured high on the request list in 1949-50.) These 47 titles are here used for testing coverage of C.P.L. and other central library buying. From the 47, 28 titles were selected - the most serious of the works in the two lists. On either check Christchurch Public Library shows up poorly.

2

	Memberships Central.	Total.
Auck.	17,141	46,548
Ch.	9,862	15,800E
Well.	11,764	22,319
Dun.	32,023	32,023
Low.H.	8,412	9,583
O.P.H.	0.16	0.26
Ch.P.H.	0.08	0.14

TOTAL & CENTRAL LIBRARY
MEMBERSHIP.

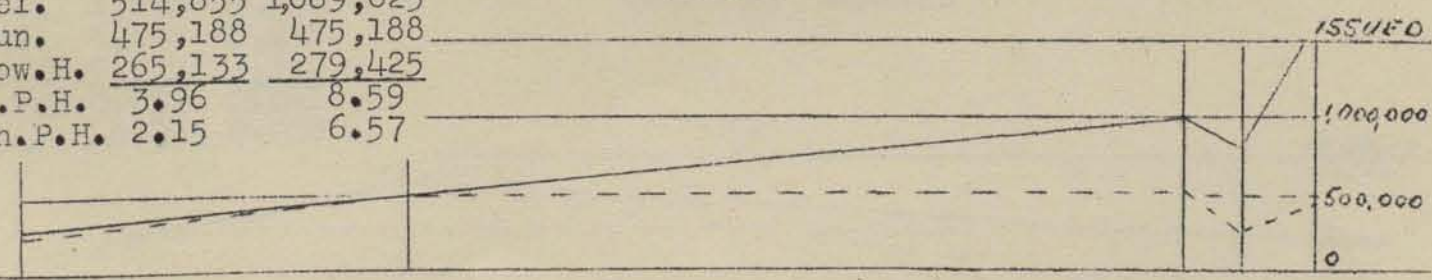


This is of course affected by the subscription system: Christchurch and Wellington being the only subscription libraries among the five cities concerned (and C.P.L. being free to its children members.) Christchurch has roughly half the proportion of enrolments of the other cities.

3

	ISSUES	Total
Auck.	406,807	1,521,108
Ch.	265,033	811,000E
Wel.	514,855	1,089,025
Dun.	475,188	475,188
Low.H.	265,133	279,425
O.P.H.	3.96	8.59
Ch.P.H.	2.15	6.57

TOTAL & CENTRAL LIBRARY
ISSUES



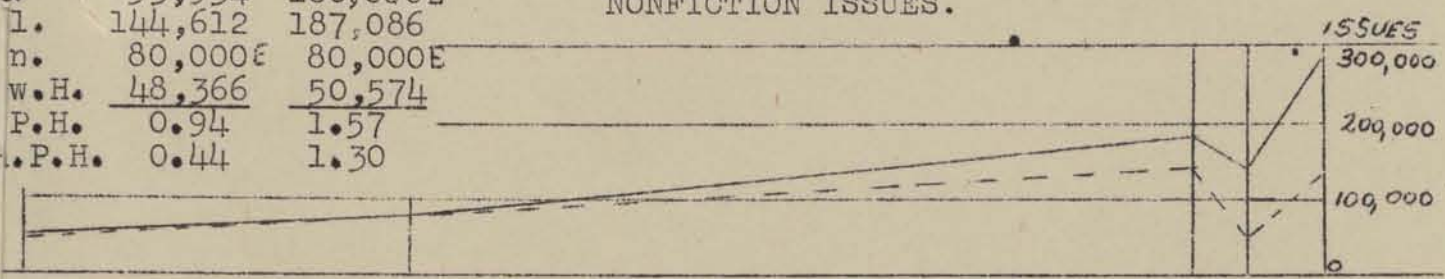
While these show the same pattern as most of the other graphs this question is not as urgent as some might believe. The issues of some N.Z. libraries are rather higher than sound economy would dictate and this may even apply to C.P.L. on its present staff. The question is less how many books are issued and more one of what books are issued, and here the evidence of graph 6 must be considered.

40	50	60	70	80	90	100	110	120	130
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	50	60	70	80	90	100	110	120	130	
			DUNEDIN					WELL'N	CN-CH	AUCK'L'D

Nonfiction Issues	
Central.	Total
Auck.	126,357
Ch.	53,934
Wel.	144,612
Dun.	80,000
Low.H.	48,366
O.P.H.	0.94
Ch.P.H.	0.44
	285,442
	160,000
	187,086
	80,000
	50,574
	1.57
	1.30

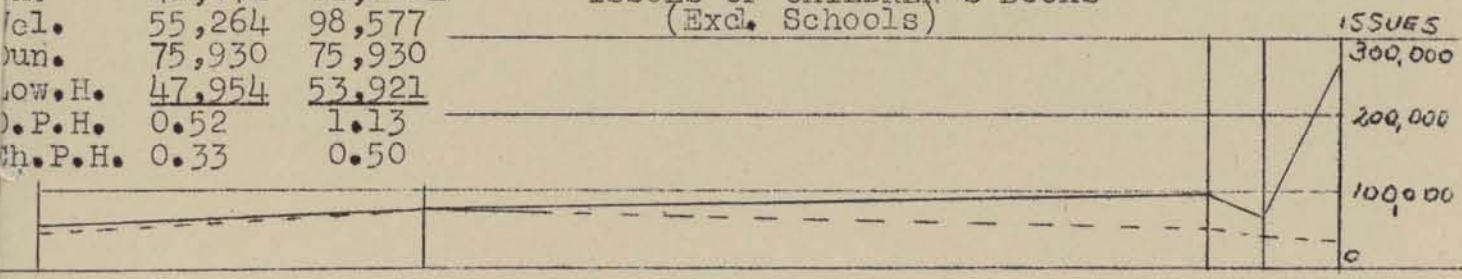
TOTAL & CENTRAL LIBRARY
NONFICTION ISSUES.



The amount of nonfiction issued in the total issues is quite creditable in view of the smallness of the number of nonfiction books purchased (10 above) and the pooriness of coverage (graph 11) or of holdings of a practical subject like gardening (8) it is doubtful if many of these issues represent anything more serious than light travel, biography and reportage (at L.H.P. many of these are rented and not counted in as nonfiction at all.) The nonfiction issues of the suburban libraries is based on a sample of two only.

Children's Issues	
Central	Total
Auck.	34,717
Ch.	41,072
Wel.	55,264
Dun.	75,930
Low.H.	47,954
O.P.H.	0.52
Ch.P.H.	0.33
	260,127
	62,000
	98,577
	75,930
	53,921
	1.13
	0.50

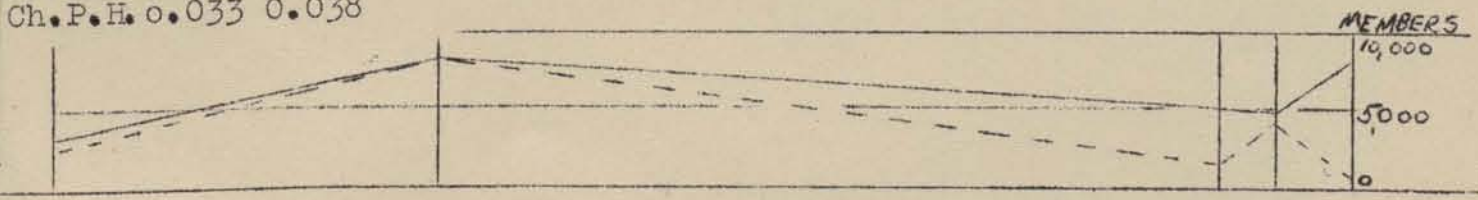
TOTAL & CENTRAL LIBRARY
ISSUES OF CHILDREN'S BOOKS
(Excl. Schools)



Since the children's library at C.P.L. is free it might be expected to hold its own in issues and membership with other central children's libraries. That it doesn't (A.P. is only an apparent exception - two of the Auckland branches having bigger figures than the Central library - it is policy there not to bring the children into the city area) is best explained by starvation in the children's book fund.

Children Members	
Central	Total
Auck.	846
Ch.	4,100
Wel.	1,679
Dun.	8,498
Low.H.	2,777
O.P.H.	0.037
Ch.P.H.	0.033
	8,082
	4,700
	5,190
	8,498
	3,212
	0.061
	0.038

TOTAL & CENTRAL LIBRARY
CHILDREN MEMBERS



In this at least C.P.L. shows up well compared with all the other libraries but D.P. But the high membership merely point up the smallness of the issues in this department of avid readers. This of course directly results from insufficient stock.

40	50	60	70	80	90	100	110	120	130
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